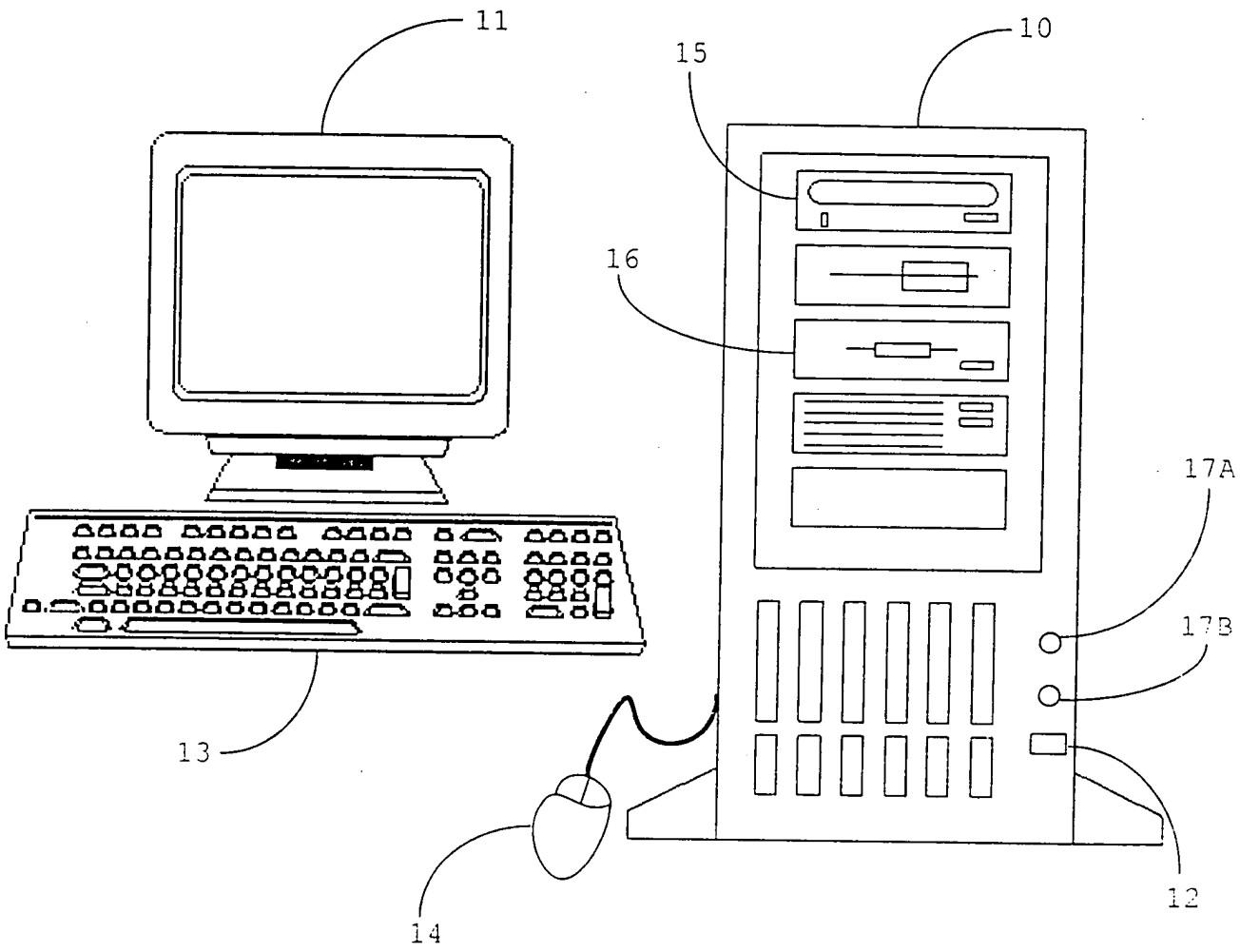


FIGURE 1A

Inventors: KAMALYER ET AL.
Docket No: 727-01-PA-T
Express Mail No: EV212804941 US
Reg No: 39,535

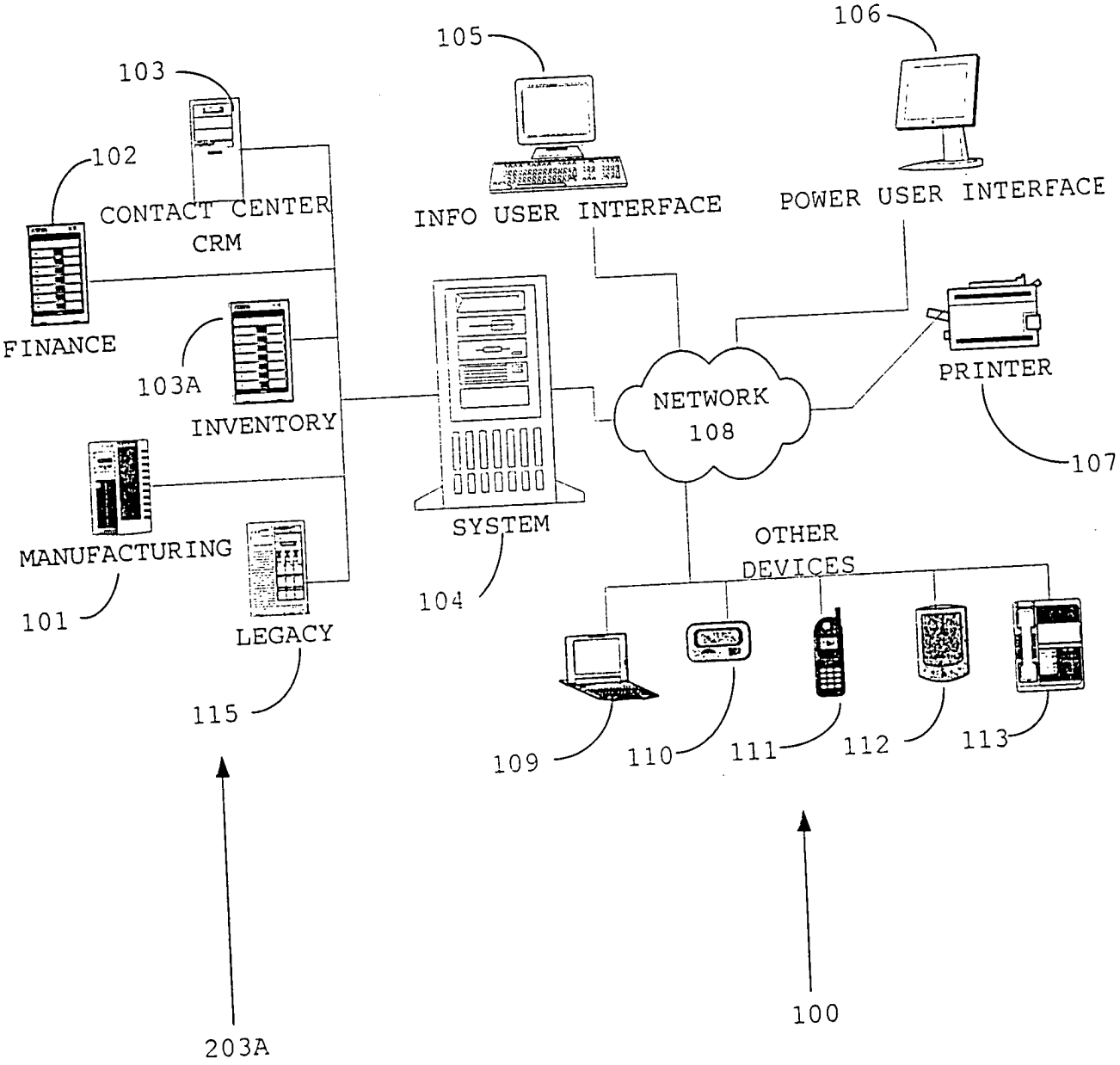


FIGURE 1B

Inventors: RAMA IYER ET AL.
Docket No: 727-01-PA-T
Express Mail No: EV212804941 US
Reg No: 39,535

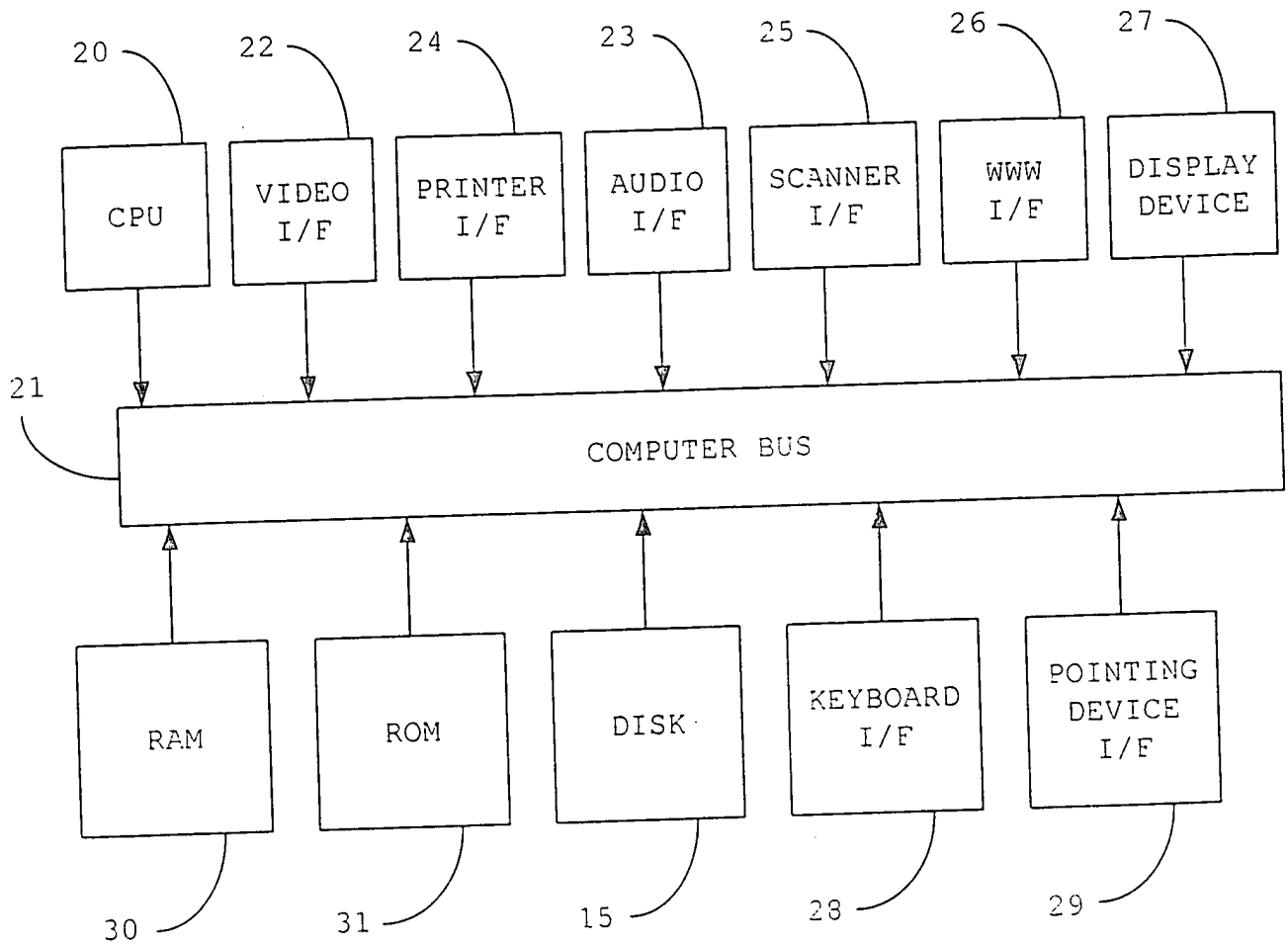


FIGURE 2A

Inventors: RAMA IYER ET AL.
Docket No: 727-01-PA-T
Express Mail No: EV212804941 US
Reg No: 39,535

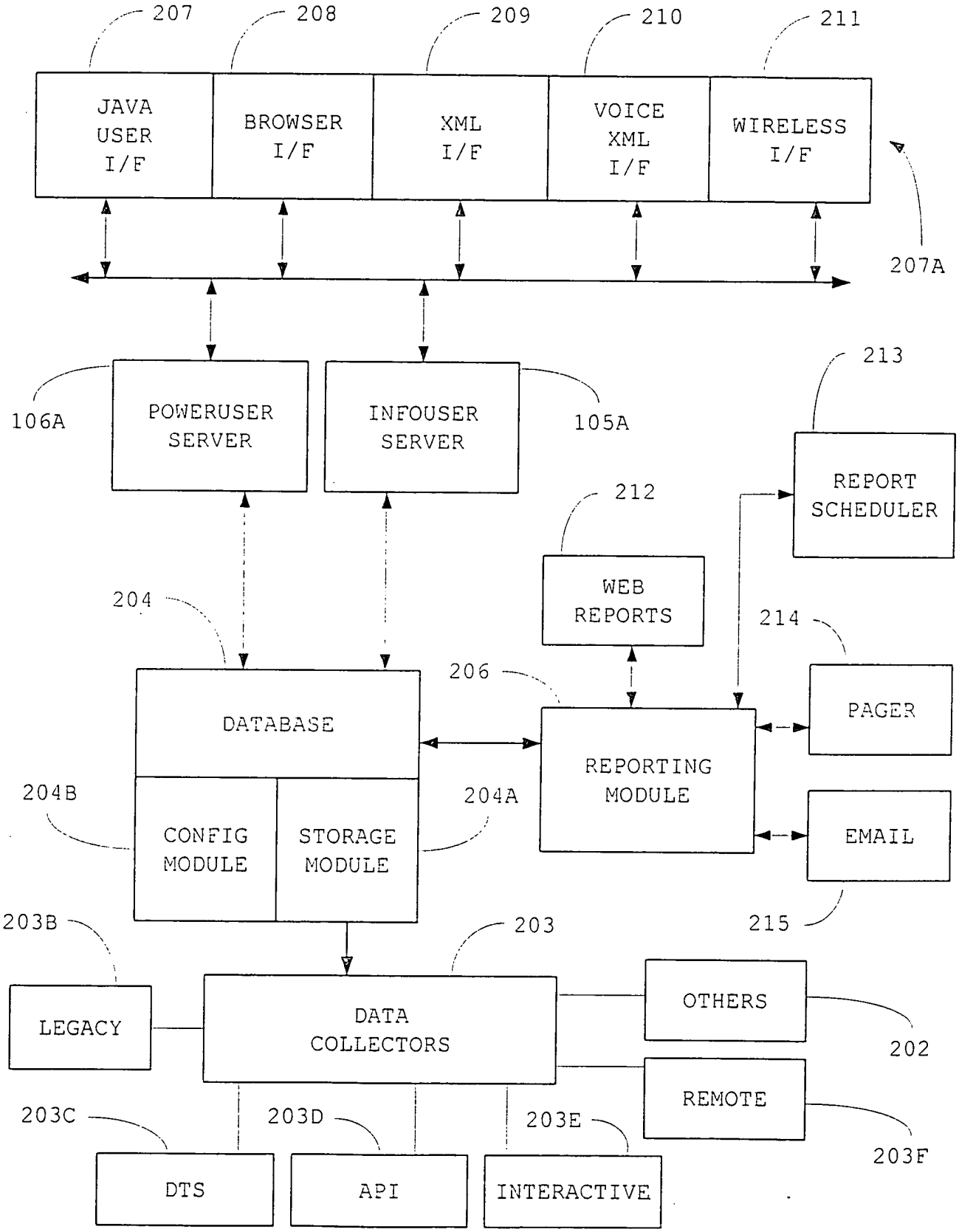


FIGURE 2B

Inventors: RAMAIYER ET AL.
Docket No: 727-01-PA-T
Express Mail No: EV212804941 US
Reg No: 39,535

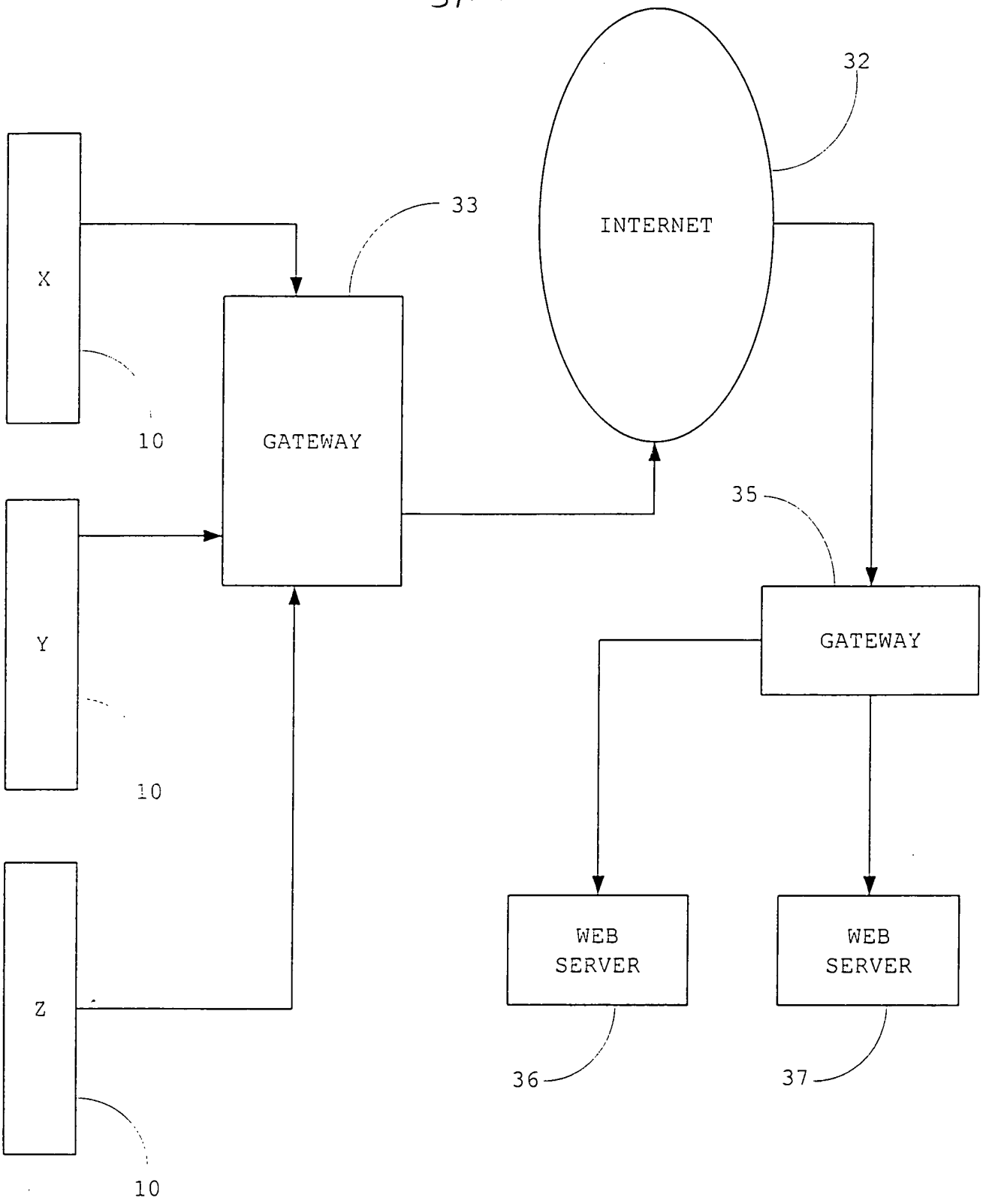

32
INTERNET
33
X
10
GATEWAY
35
Y
10
GATEWAY
Z
10
WEB
SERVER
WEB
SERVER
36
37

FIGURE 3A

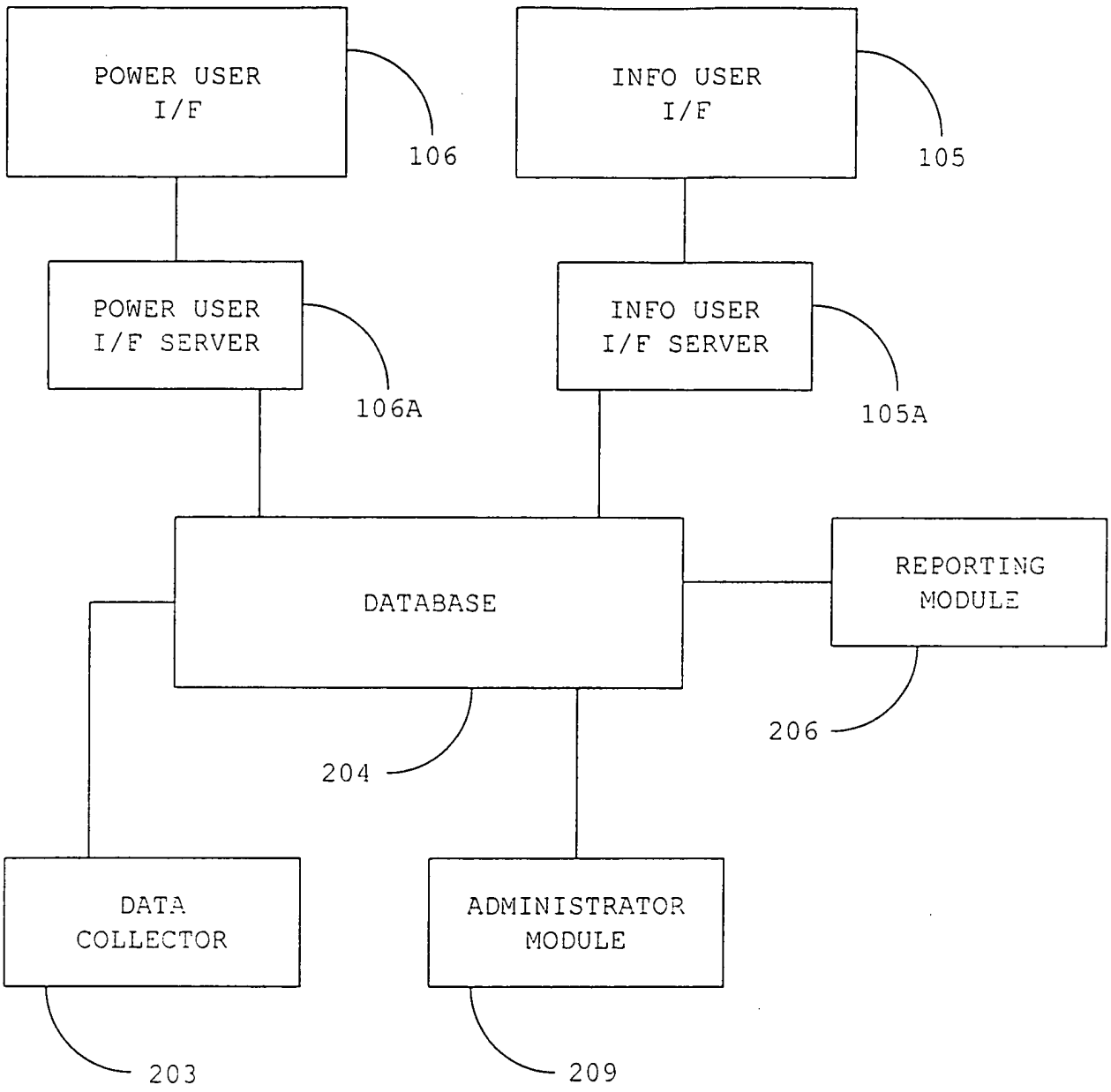


FIGURE 3B

Inventors: RAMA IYER ET AL.
Docket No: 727-01-PA-T
Express Mail No: EV212804941 US
Reg No: 39,535

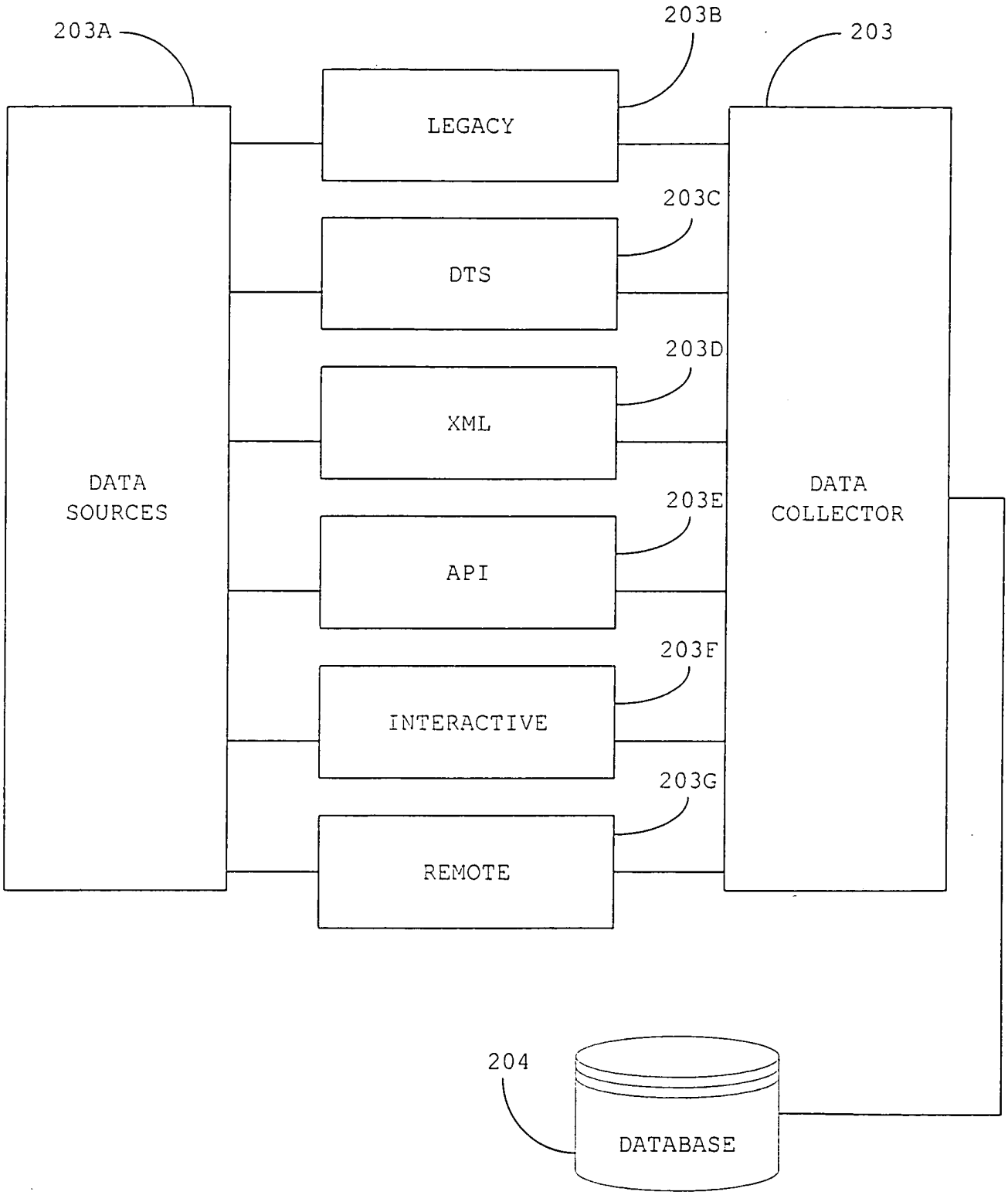


FIGURE 3C

Inventors: RAMA IYER ET AL.
Docket No: 727-01-PA-T
Express Mail No: EV212804941 US
Reg No: 39,535

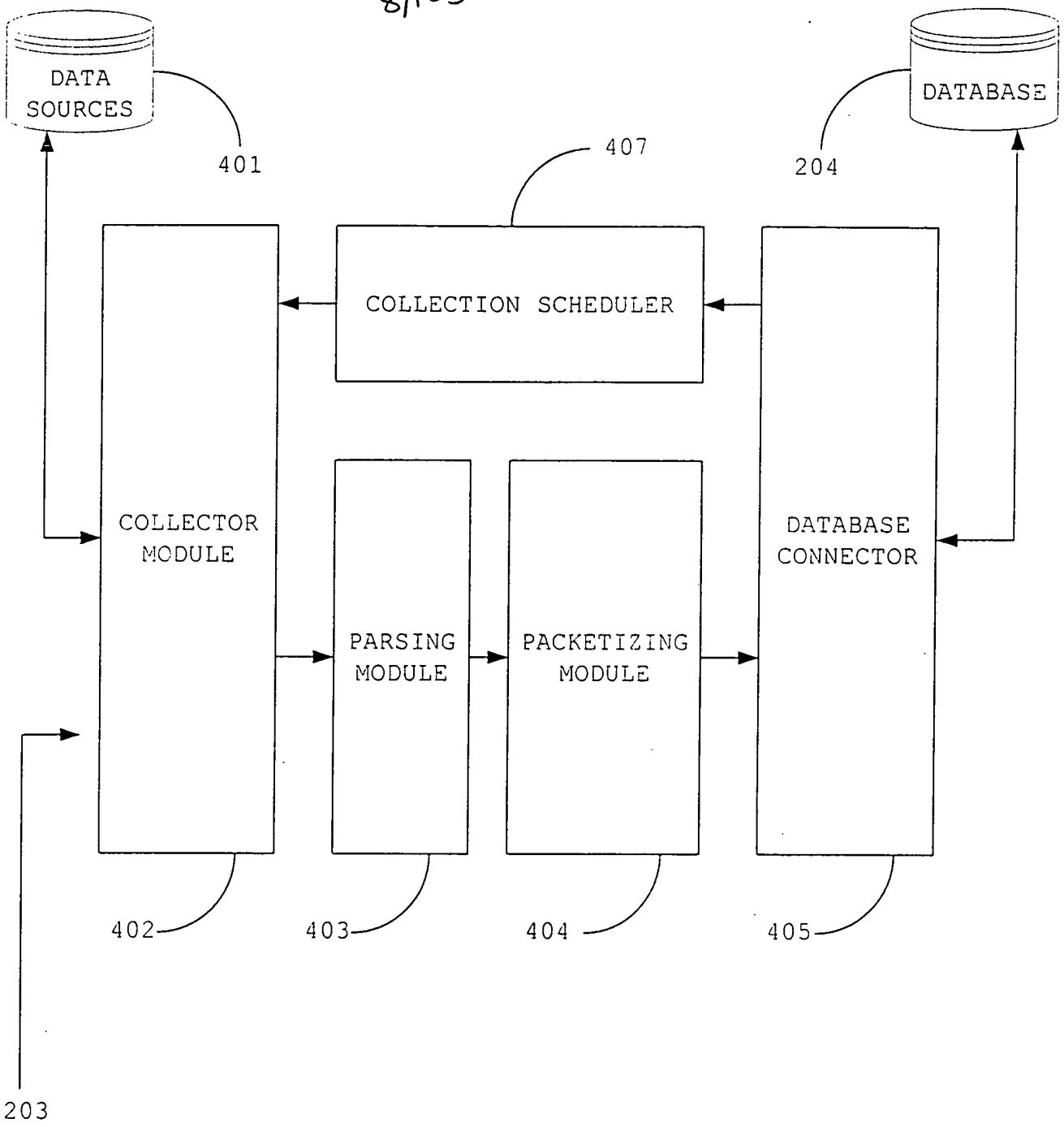


FIGURE 4A

INVENTORS: KANDA ET AL.
Docket No: 727-01-PA-T
Express Mail No: EV212804941 US
Reg No: 39,535

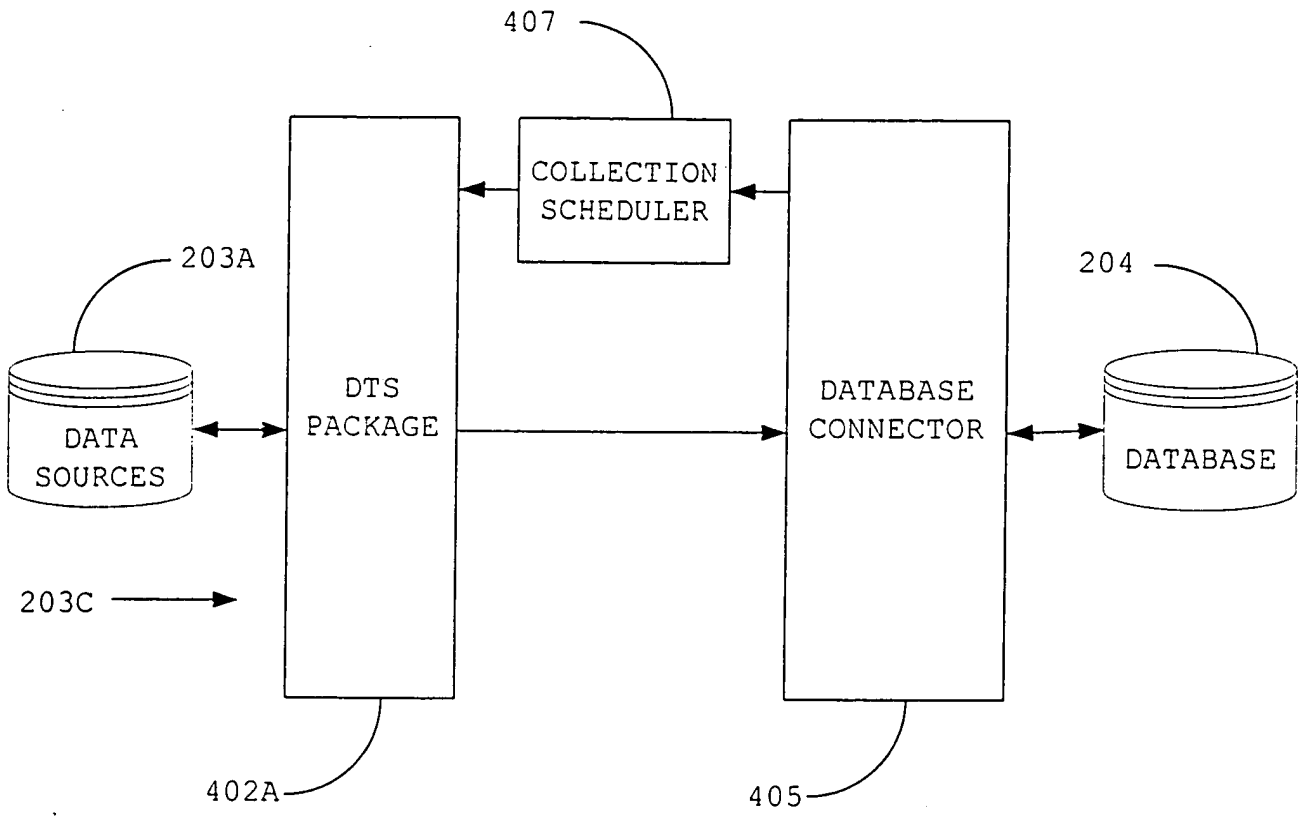


FIGURE 4B

Inventors: RAMA IYER ET AL.
Docket No: 727-01-PA-T
Express Mail No: EV212804941 US
Reg No: 39,535

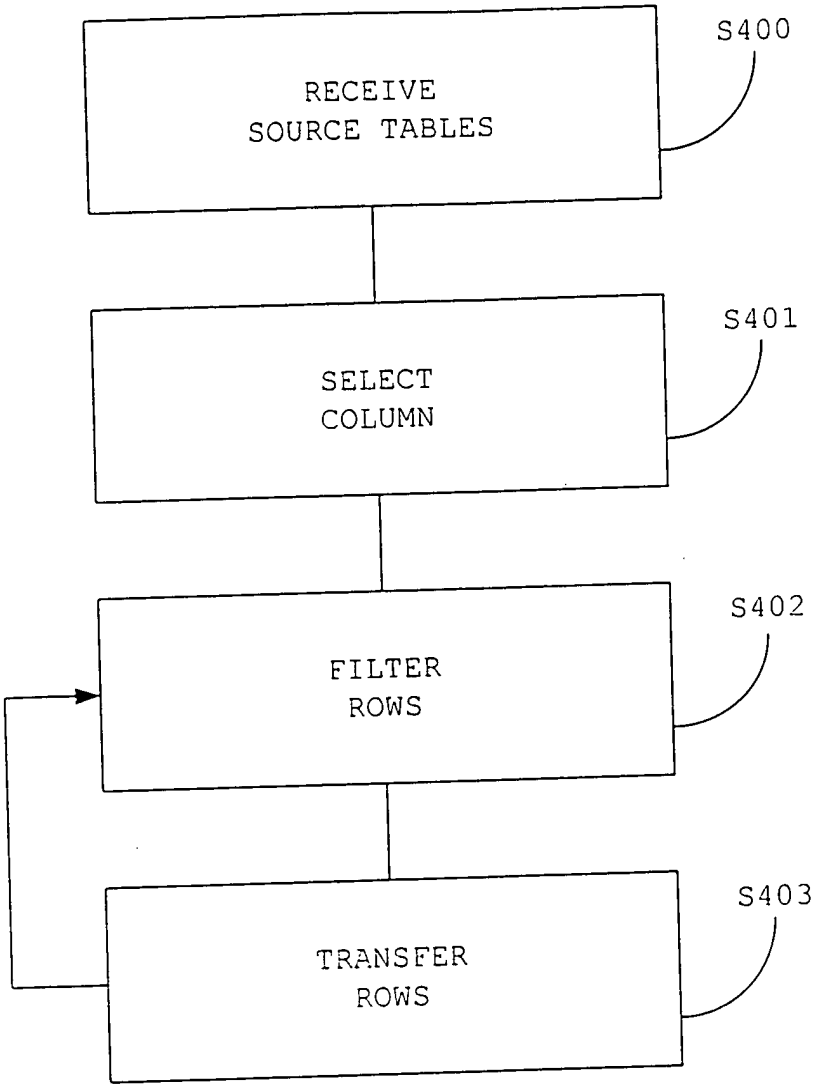


FIGURE 4C

Inventors: RAMA IYER ET AL.
Docket No: 727-01-PA-T
Express Mail No: EV212804941 US
Reg No: 39,535

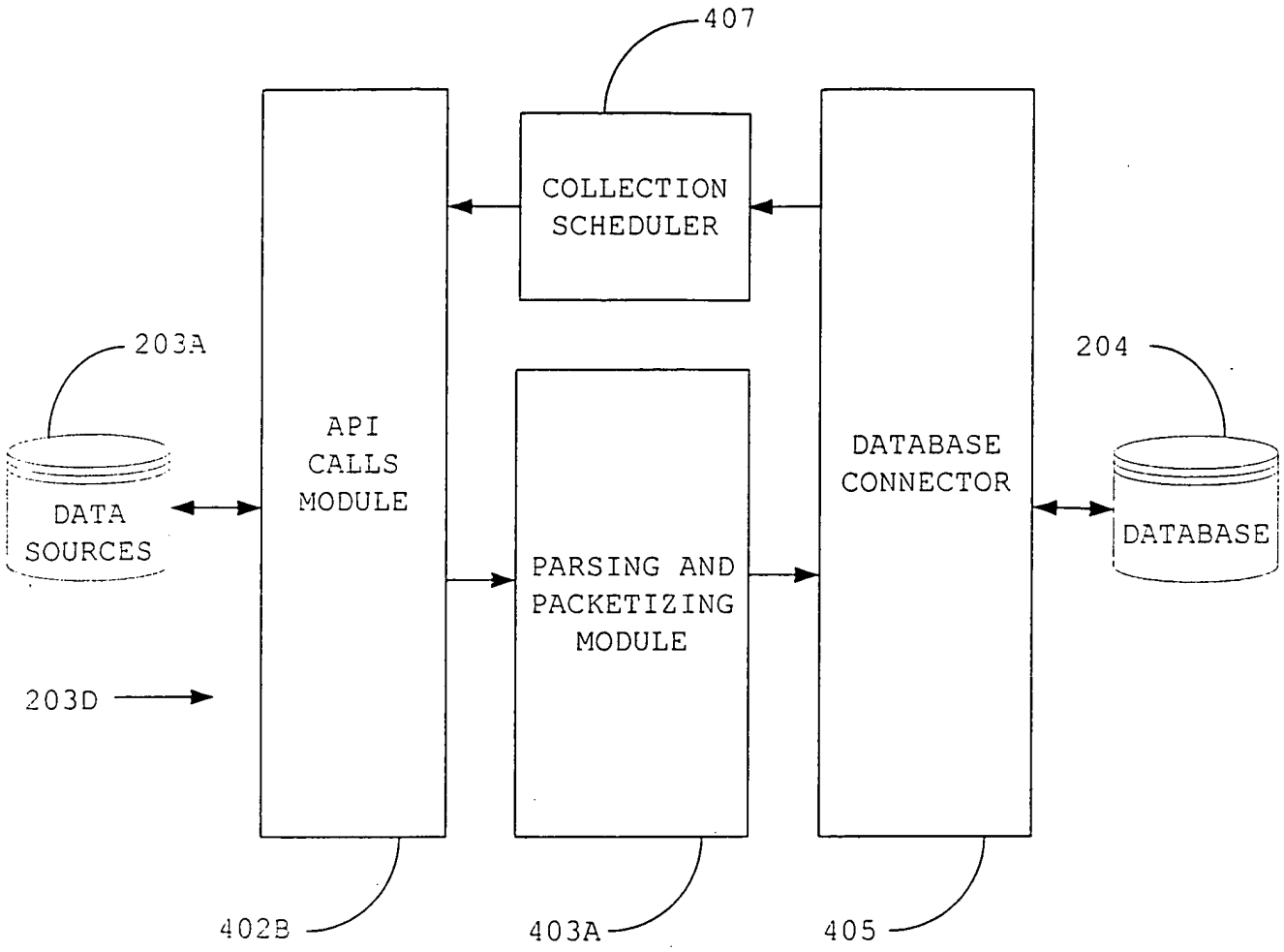


FIGURE 4D

Inventors: RAMA IYER ET AL.
Docket No: 727-01-PA-T
Express Mail No: EV212804941 US
Reg No: 39,535

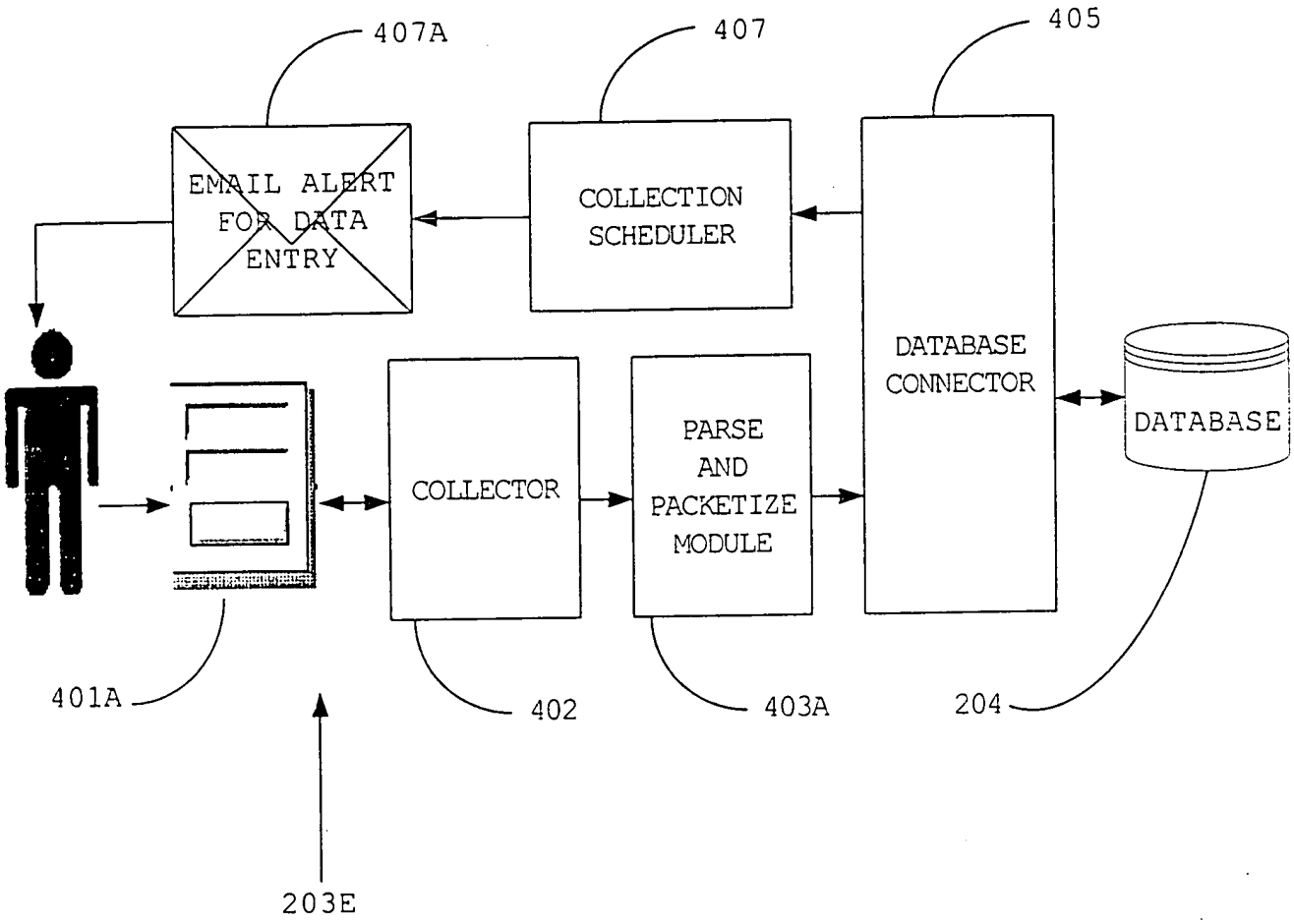


FIGURE 4E

Inventors: RAMA IYER ET AL.
Docket No: 727-01-PA-T
Express Mail No: EV212804941 US
Reg No: 39,535

QUESTIONNAIRE	TITLE	DESCRIPTION
1	SALES FORECAST	COLLECTS SALES FORECAST INFORMATION FROM SALES TEAM-MEMBERS
2	QUALITY INFORMATION	COLLECTS PRODUCTION QUALITY INFORMATION

RESPONDERS

RESPONDER ID	QUESTIONNAIRE	USER ID
1	1	12
2	1	6

PRESENTATION SCHEDULE

SCHEDULE ID	RESPONDER ID	START DATE	END DATE	DAYS OF WEEK FREQUENCY	REMAINDER EMAIL TIME	EMAIL TEXT
1	1	11/01/01	01/31/02	M,T,W,TH,F	16:00 HOURS	RESPOND AT A WEBSITE E.G. WWW.ABC.COM
2	2	07/01/00	06/30/01	EVERY MONTH END	10:00 HOURS	INPUT MONTHLY FORECAST

QUESTIONS

QUEST	QUESTIONNAIRE	TYPE	TEXT	RESULT TYPE	VALIDATE
1	1	NUMERIC	WHAT DO YOU THINK REVENUES FOR NEXT QUARTER ARE?	NUMERIC	YES
2	1	TRUE/ FALSE	DID YOU CALL 30 CUSTOMERS TODAY?	BOOLEAN	YES
3	1	TEXT	WHO DO YOU EXPECT TO CONVERT FROM PROSPECTIVE CUSTOMER?	TEXT (256)	NO
4	1	RANGE	ON A SCALE OF 1 TO 10 WHAT DO YOU THINK ARE CHANCES OF CONVERTING PROSPECT?	BITMAP	NO

FIGURE 4F

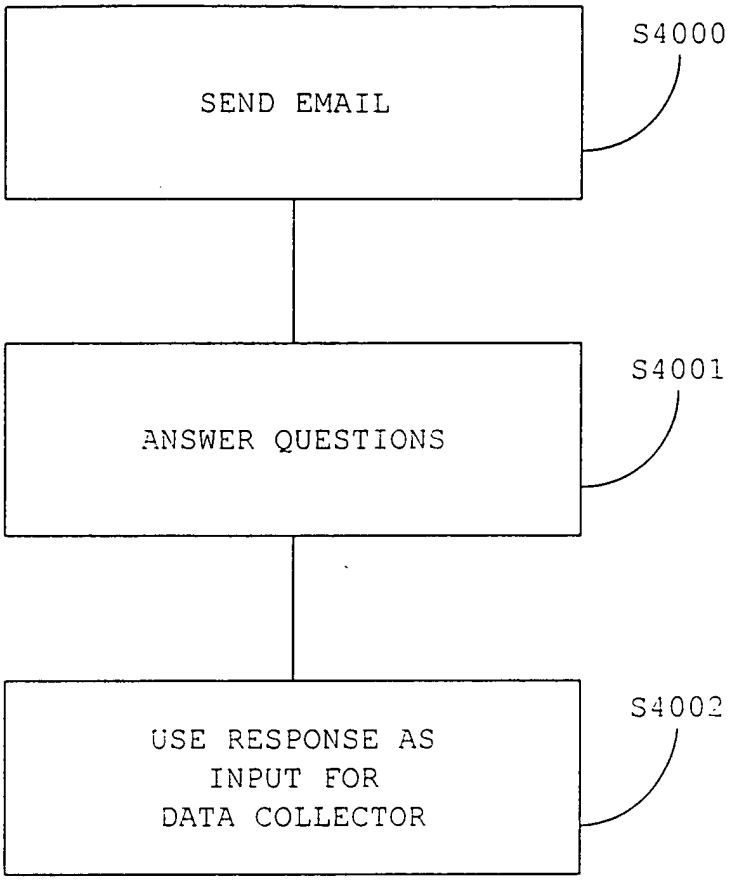


FIGURE 4G

Inventors: RAMA IYER ET AL.
Docket No: 727-01-PA-T
Express Mail No: EV212804941 US
Reg No: 39,535

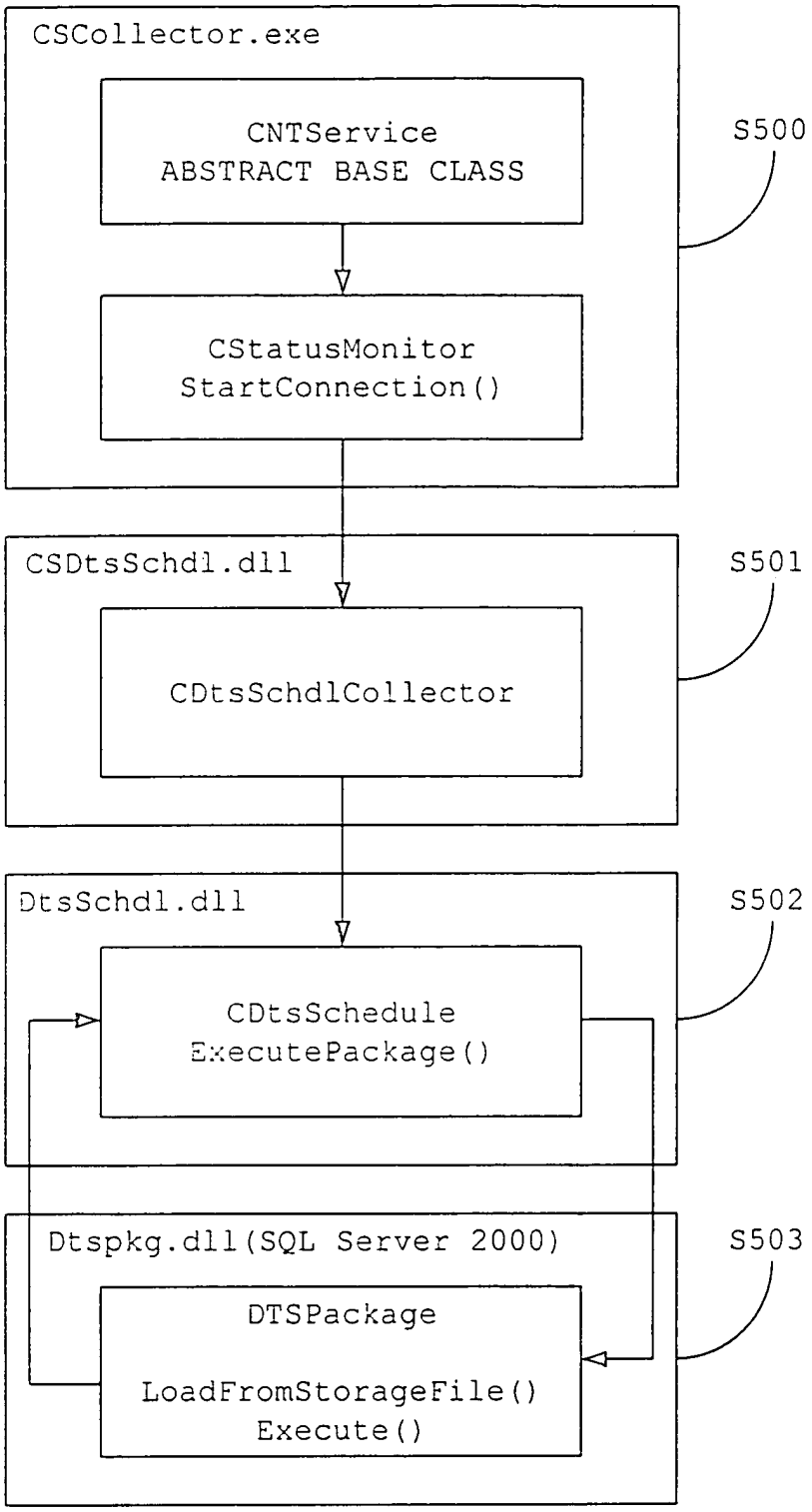

CSCollector.exe
CNTService
ABSTRACT BASE CLASS
CStatusMonitor
StartConnection()
S500
CSDtsSchdl.dll
CDtsSchdlCollector
S501
DtsSchdl.dll
CDtsSchedule
ExecutePackage()
S502
Dtspkg.dll(SQL Server 2000)
DTSPackage
LoadFromStorageFile()
Execute()
S503

FIGURE 5

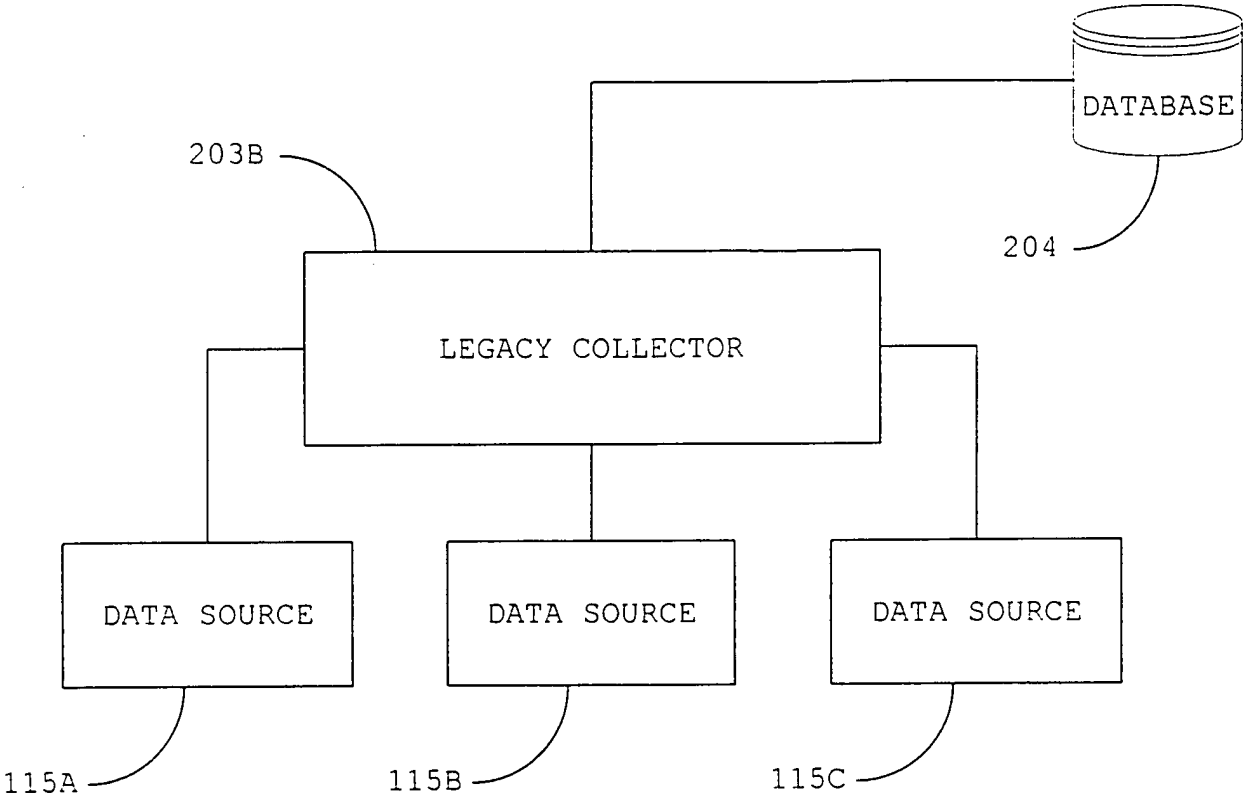


FIGURE 6A

Inventors: RAMA IYER ET AL.
Docket No: 727-01-PA-T
Express Mail No: EV212804941 US
Reg No: 39,535

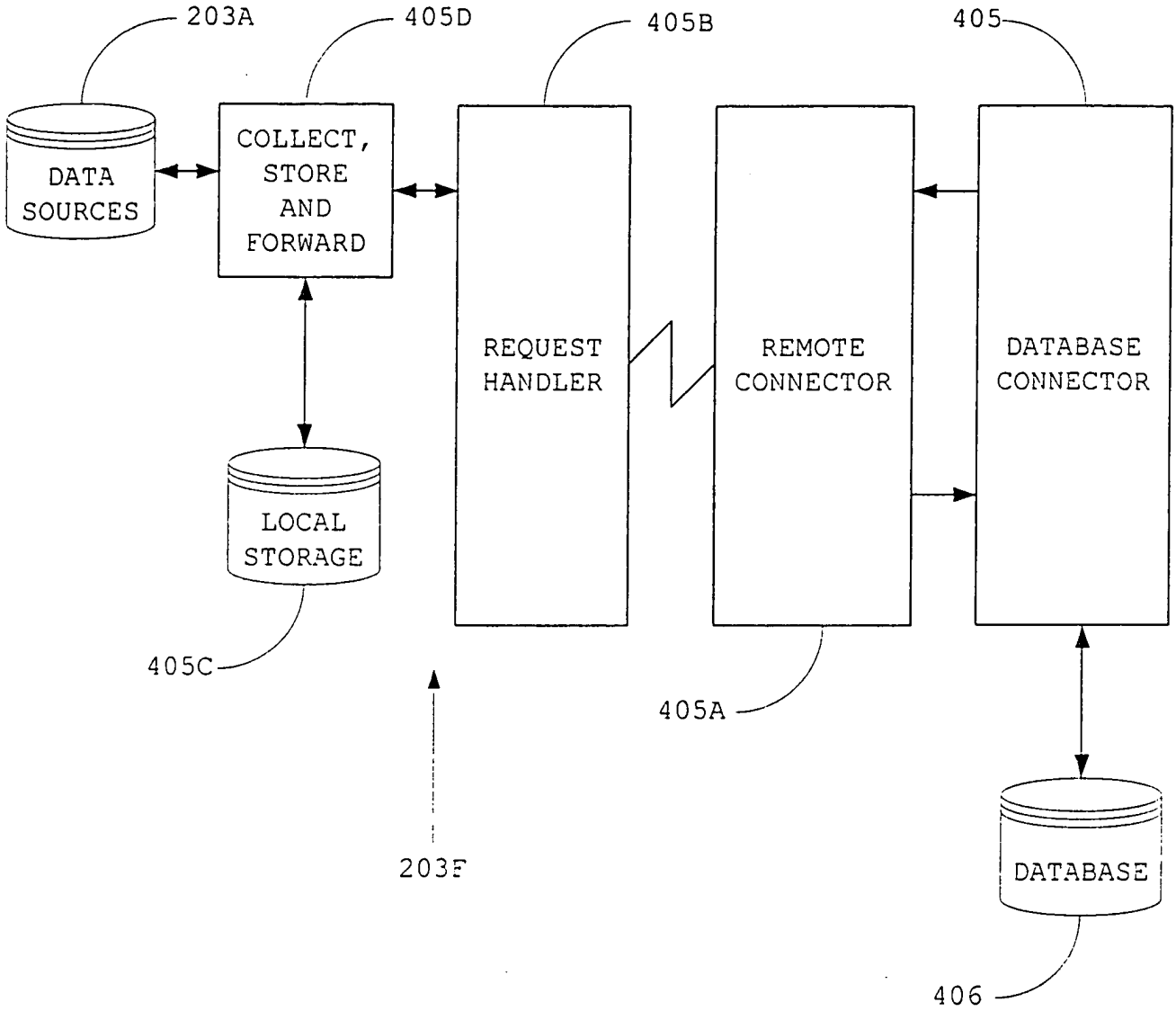


FIGURE 6B

Inventors: RAMA IYER ET AL.
Docket No: 727-01-PA-T
Express Mail No: EV212804941 US
Reg No: 39,535

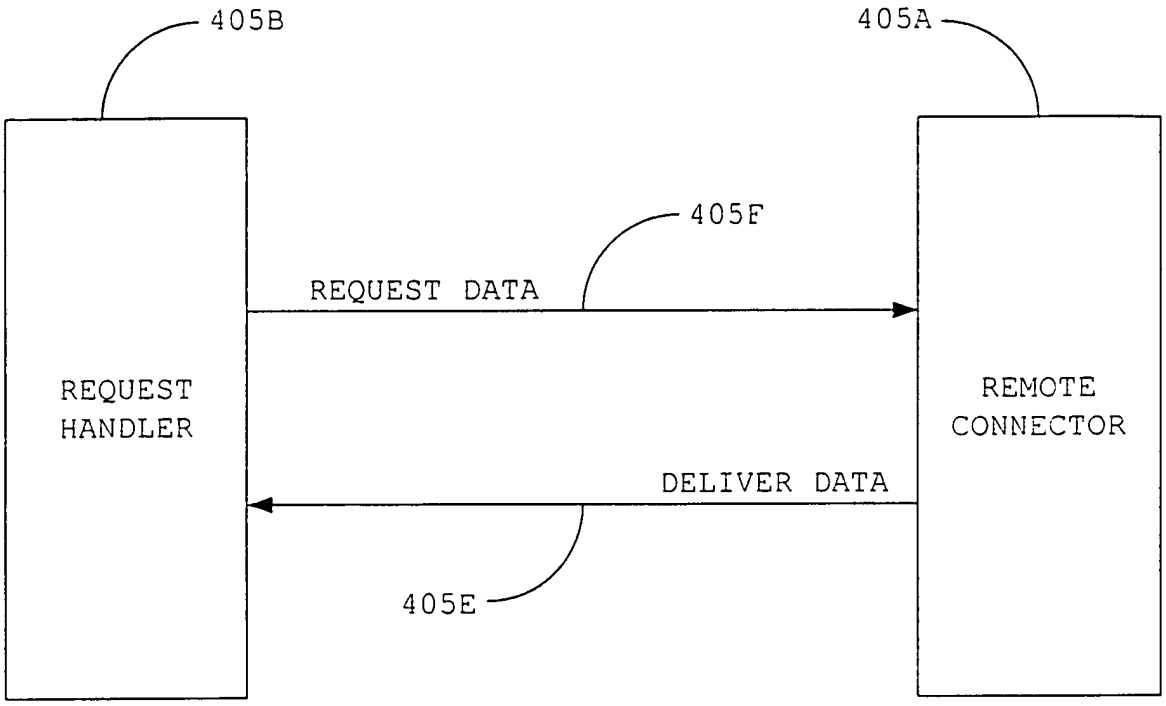


FIGURE 6C

Inventors: RAMA IYER ET AL.
Docket No: 727-01-PA-T
Express Mail No: EV212804941 US
Reg No: 39,535

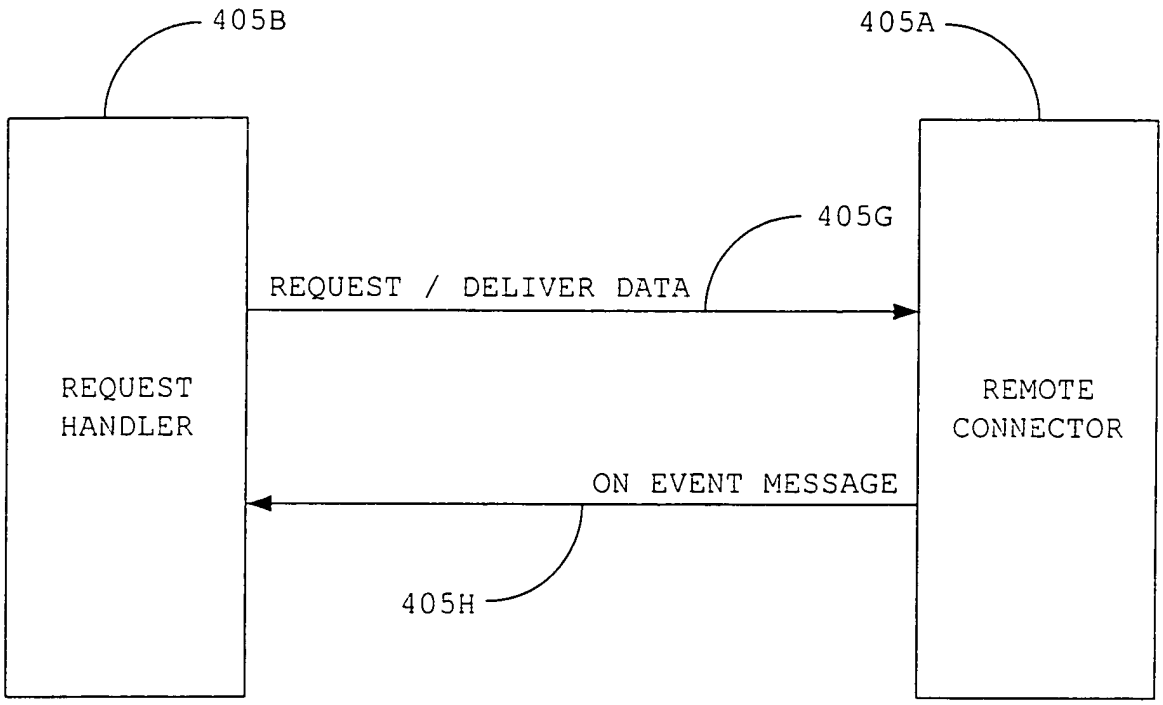


FIGURE 6D

Inventors: RAMA IYER ET AL.
Docket No: 727-01-PA-T
Express Mail No: EV212804941 US
Reg No: 39,535

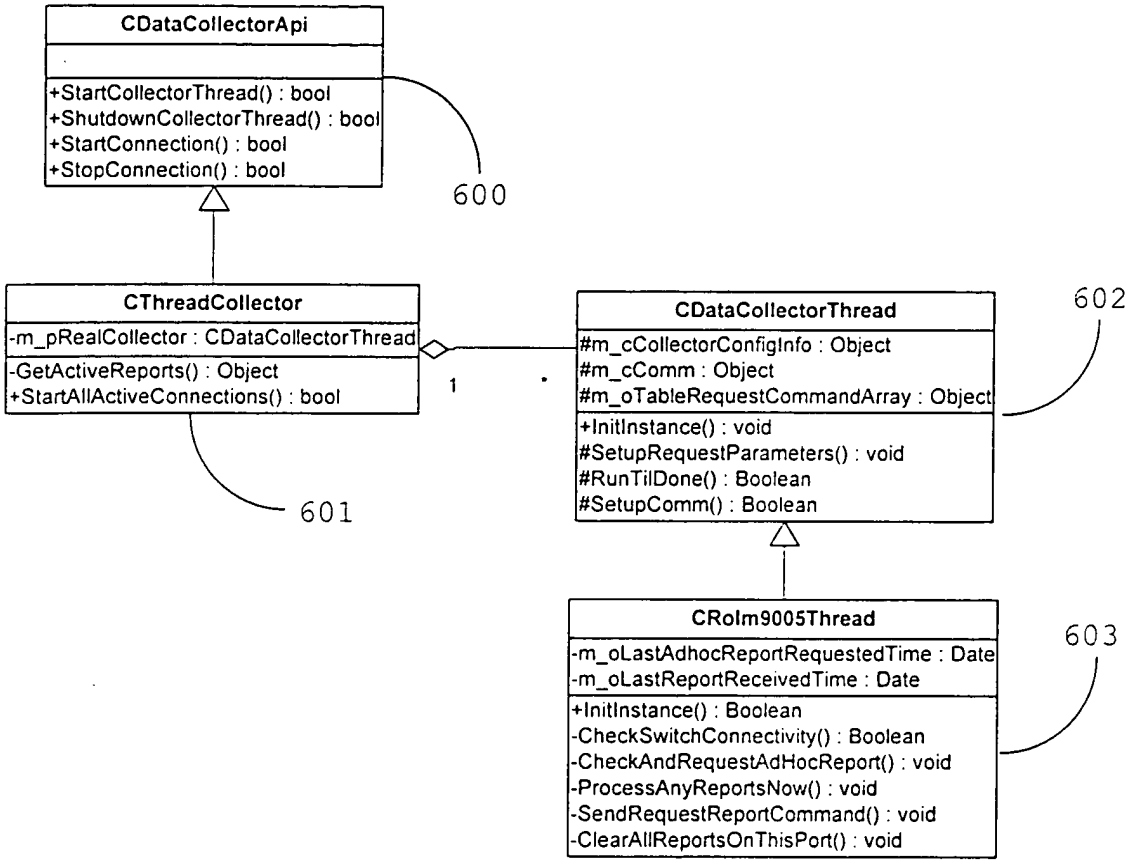


FIGURE 6E

Inventors: RAMA IYER ET AL.
Docket No: 727-01-PA-T
Express Mail No: EV212804941 US
Reg No: 39,535

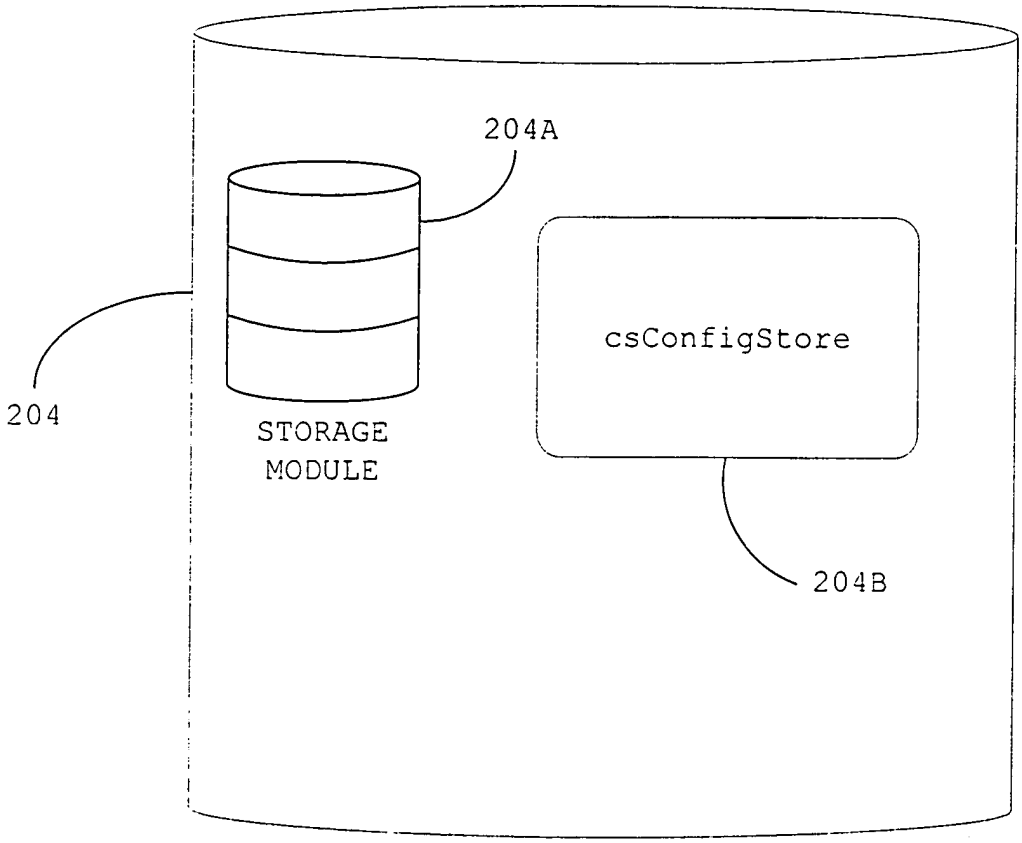


FIGURE 7A DATABASE

Inventors: RAMA IYER ET AL.
Docket No: 727-01-PA-T
Express Mail No: EV212804941 US
Reg No: 39,535

PeriodTypeID	DataSourceID	BeginningDateTime	InterfaceID	Hits	FAQs	Searches	Assist
16	6	8/20/2000	1	40	4	3	0
16	6	8/21/2000	1	9	0	0	0
16	6	8/26/2000	3	4	0	0	0
16	6	8/27/2000	1	7	6	0	0
16	6	8/28/2000	3	37	0	0	3
16	6	8/30/2000	3	15	0	0	1
16	6	9/3/2000	1	5	1	0	1
16	6	9/14/2000	3	24	0	0	1

FIGURE 7B - INTERVAL DATA

DataSourceID	ACD_Group	AgentsAvailable	AgentsUnavailable	AgentsWork
	SALES	9	4	2
1	DOS	57	56	64
1	UNIX	3	3	2

FIGURE 7C SNAPSHOT DATA

FIGURES 7B AND 7C

Inventors: RAMA IYER ET AL.
Docket No: 727-01-PA-T
Express Mail No: EV212804941 US
Reg No: 39,535

Database Diagram For The Rolm 9005

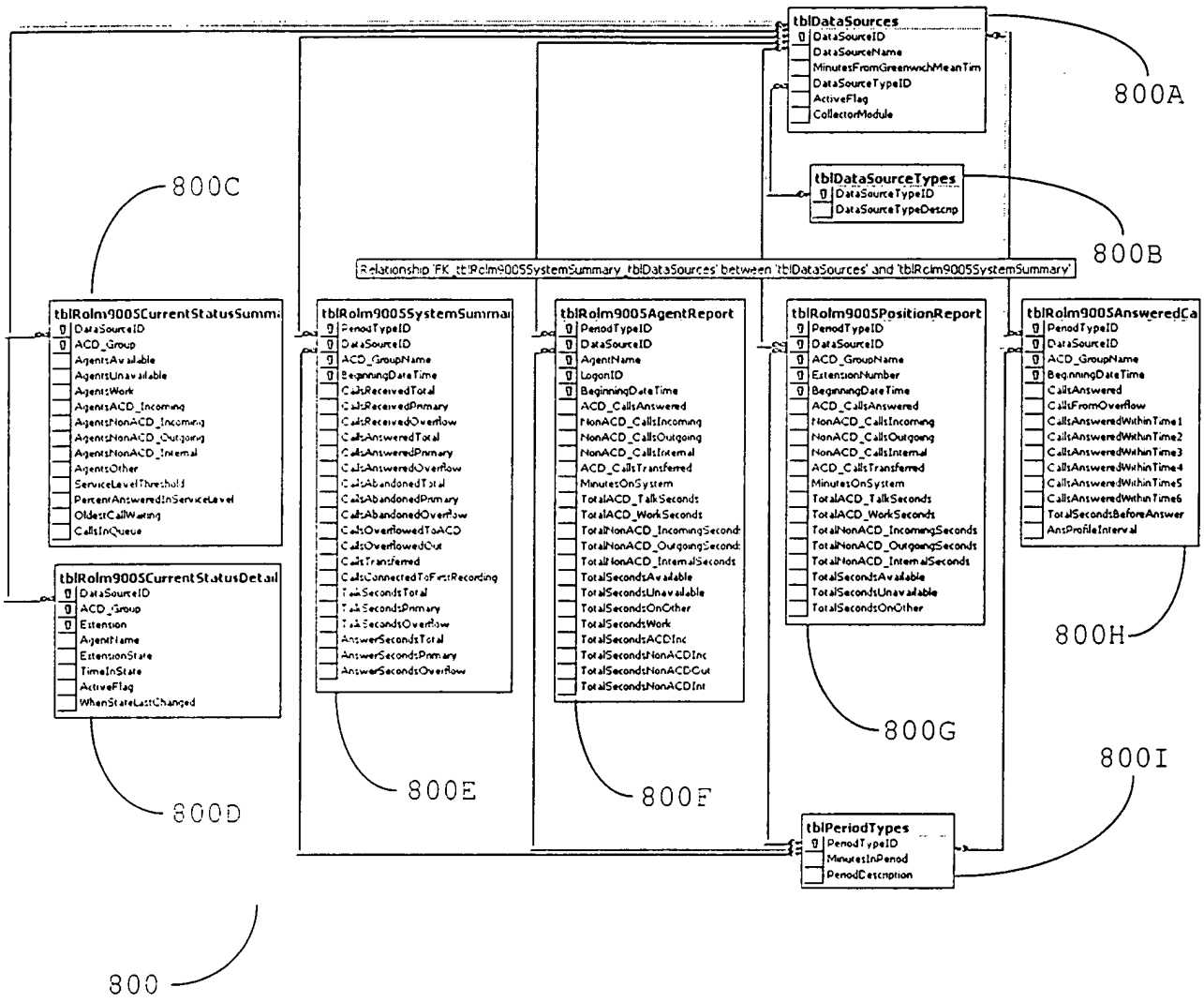
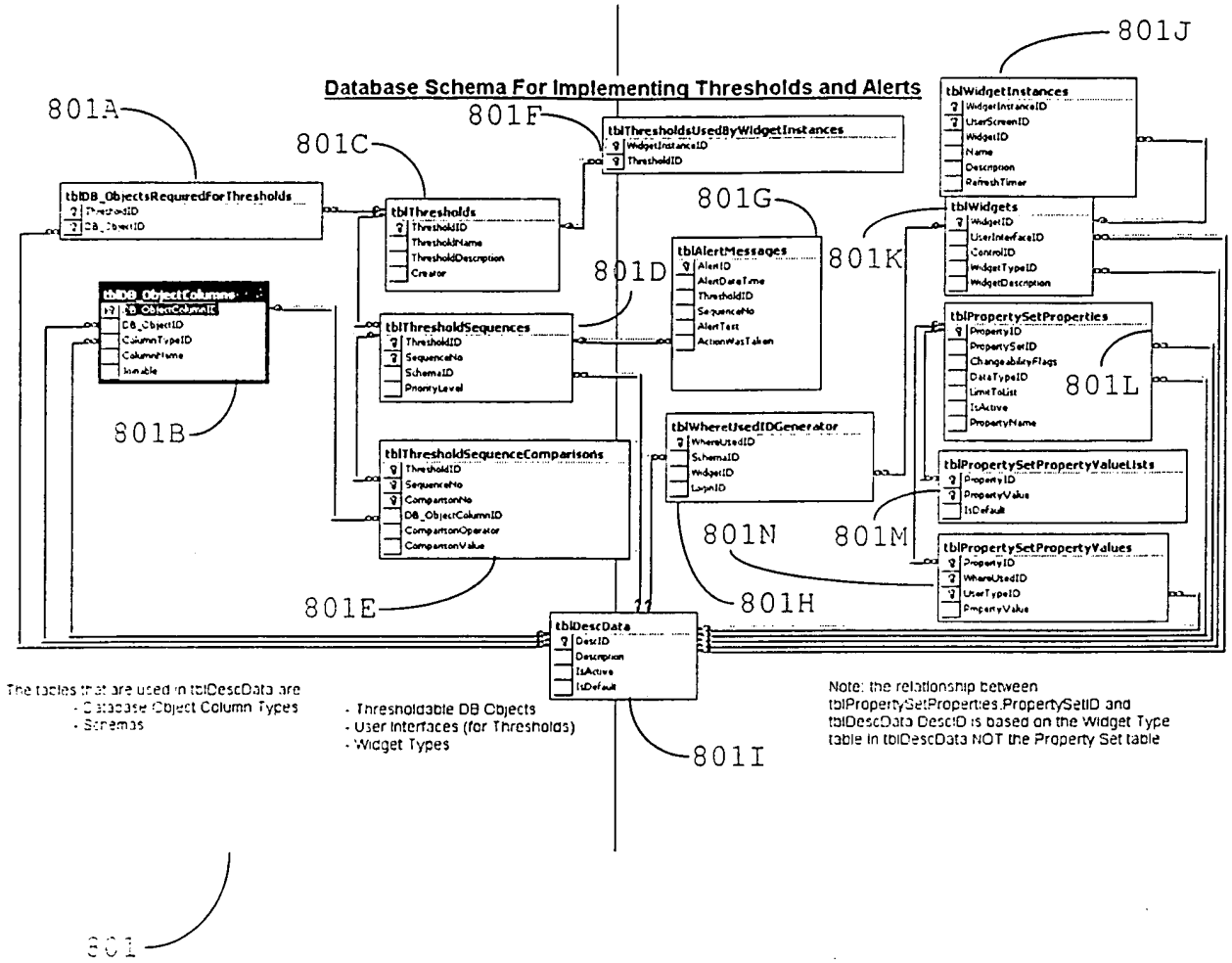


FIGURE 8A

Inventors: RAMA IYER ET AL.
Docket No: 727-01-PA-T
Express Mail No: EV212804941 US
Reg No: 39,535

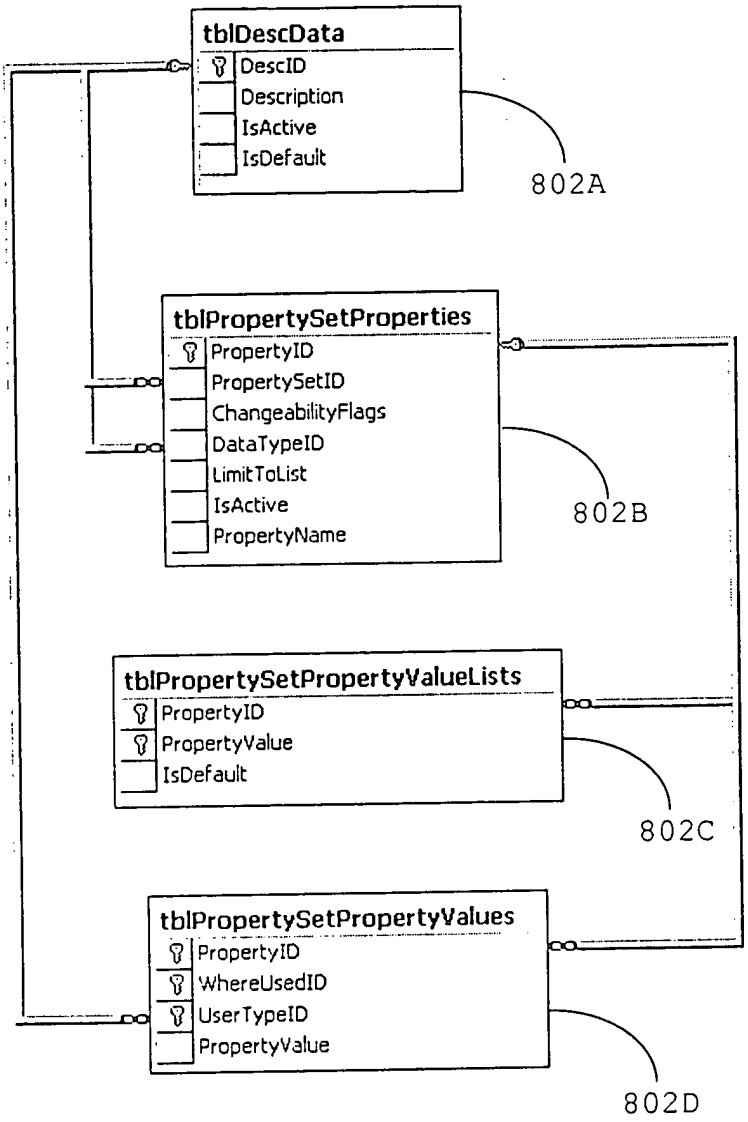


801

FIGURE 8B

Inventors: RAMA IYER ET AL.
Docket No: 727-01-PA-T
Express Mail No: EV212804941 US
Reg No: 39,535

Diagram of Tables Associated With Property Sets



The tables that are used in tblDescData are:

- Property Sets
- Property Data Types
- Users of Property Sets

802

FIGURE 8C

Inventors: RAMA IYER ET AL.
Docket No: 727-01-PA-T
Express Mail No: EV212804941 US
Reg No: 39,535

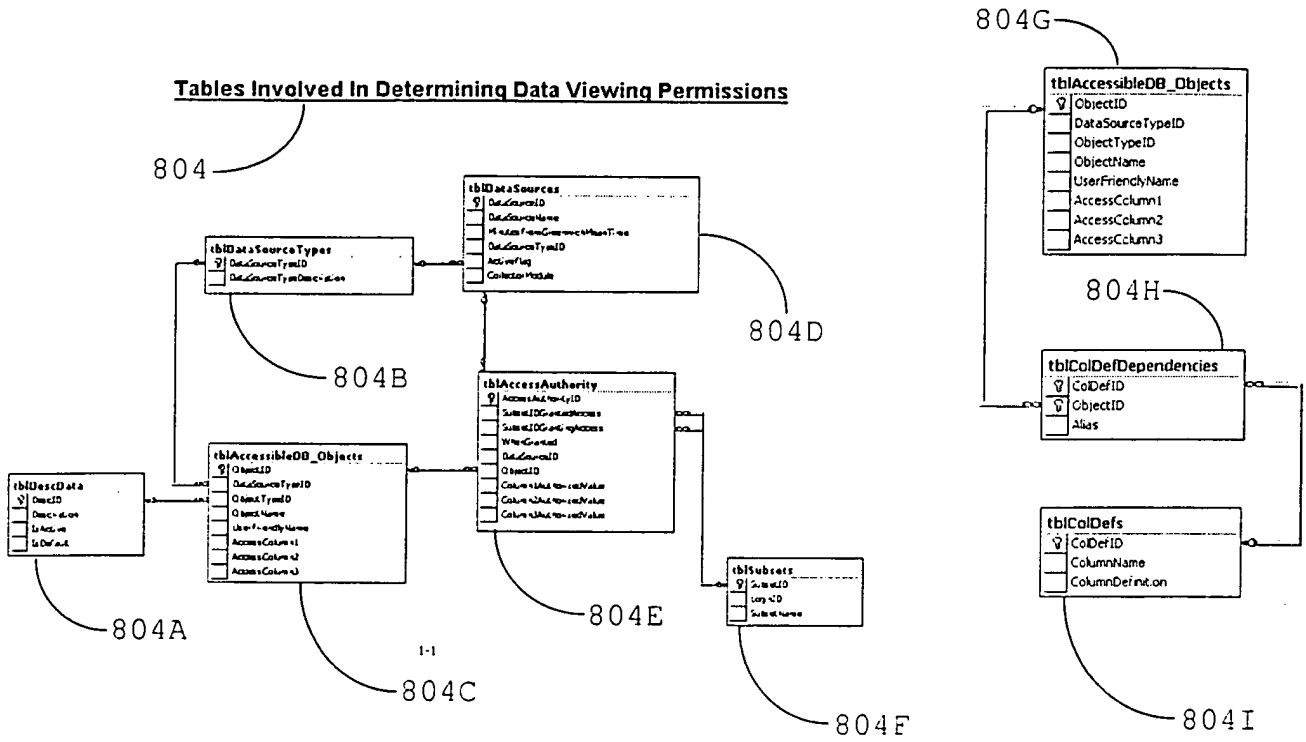


FIGURE 8D

Docket No: 727-01-PA-T
Express Mail No: EV212804941 US
Reg No: 39,535

Tables Associated With Adding A New Data Source Type and/or Data Source ID

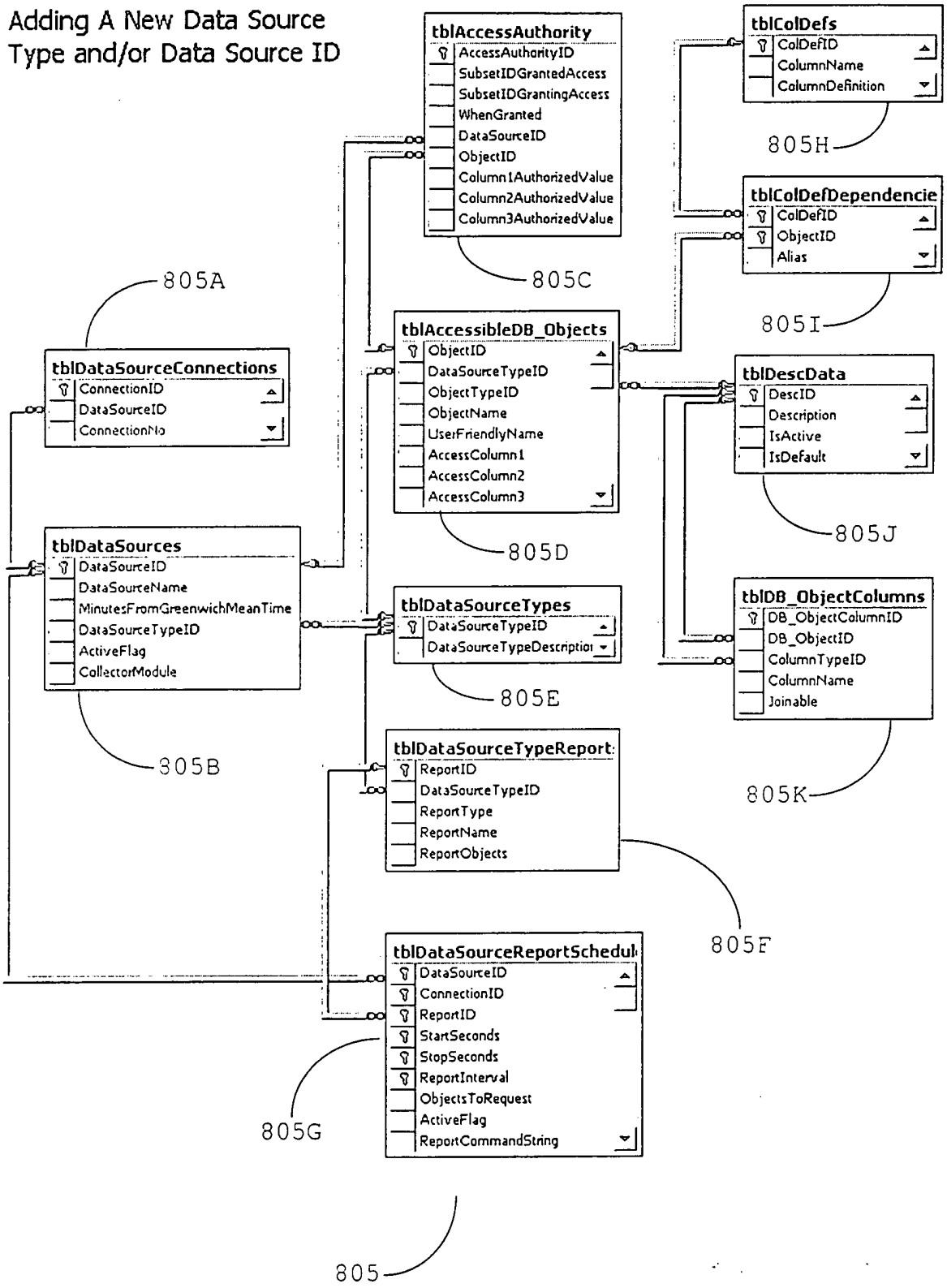


FIGURE 8E

Inventors: RAMA IYER ET AL.
Docket No: 727-01-PA-T
Express Mail No: EV212804941 US
Reg No: 39,535

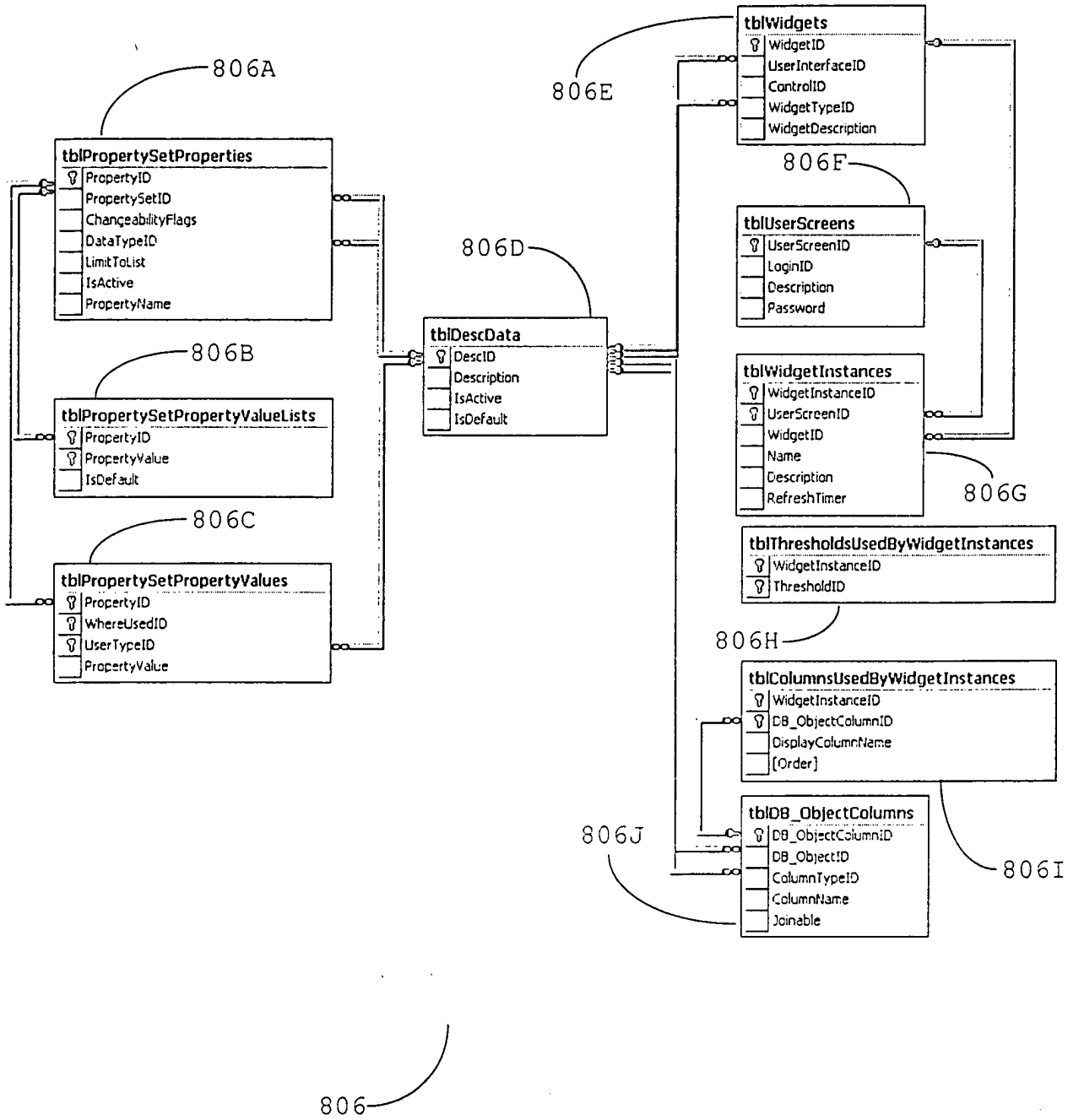


FIGURE 8F

Inventors: RAMA IYER ET AL.
Docket No: 727-01-PA-T
Express Mail No: EV212804941 US
Reg No: 39,535

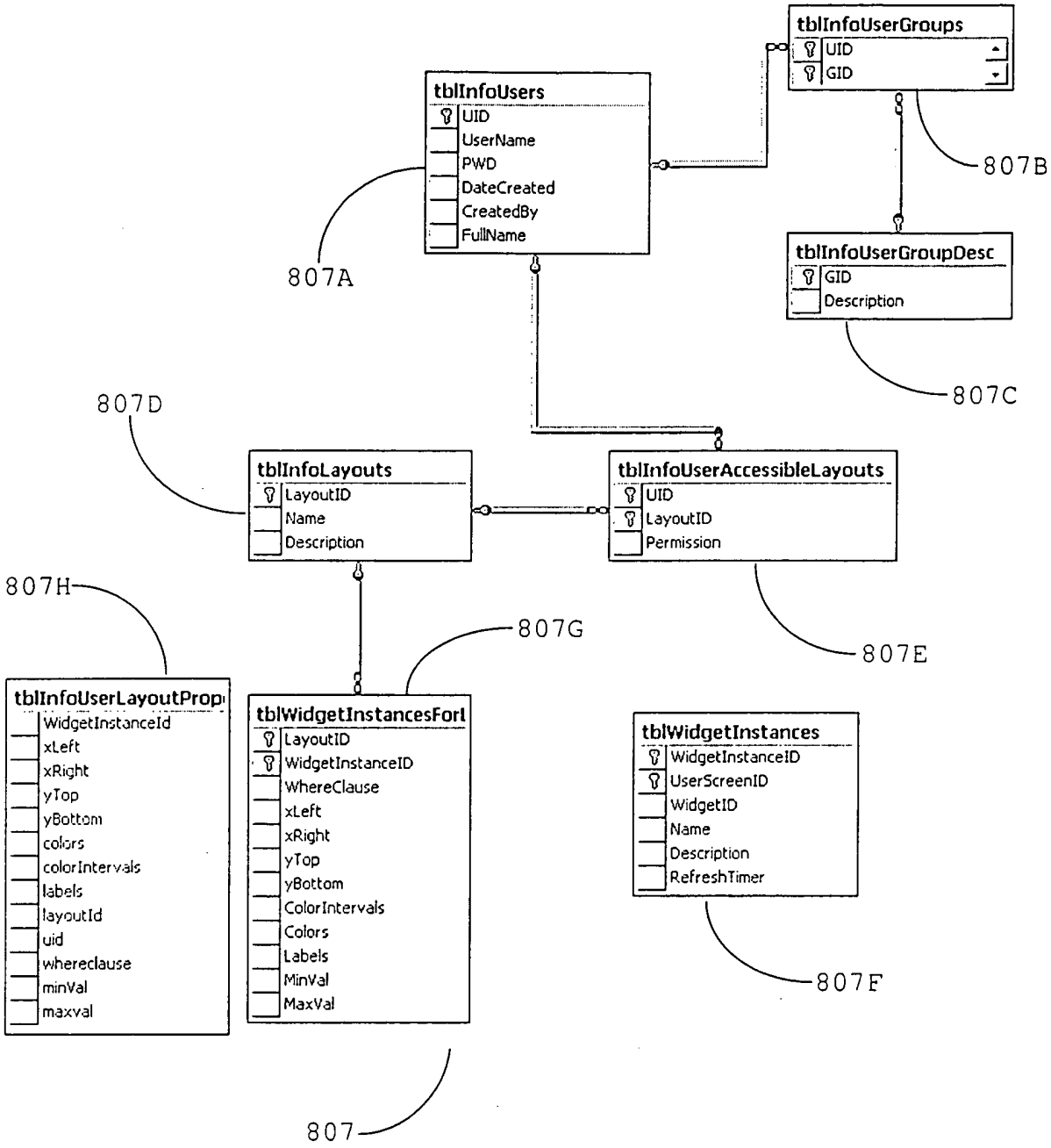


FIGURE 8G

Inventors: RAMA IYER ET AL.
Docket No: 727-01-PA-T
Express Mail No: EV212804941 US
Reg No: 39,535

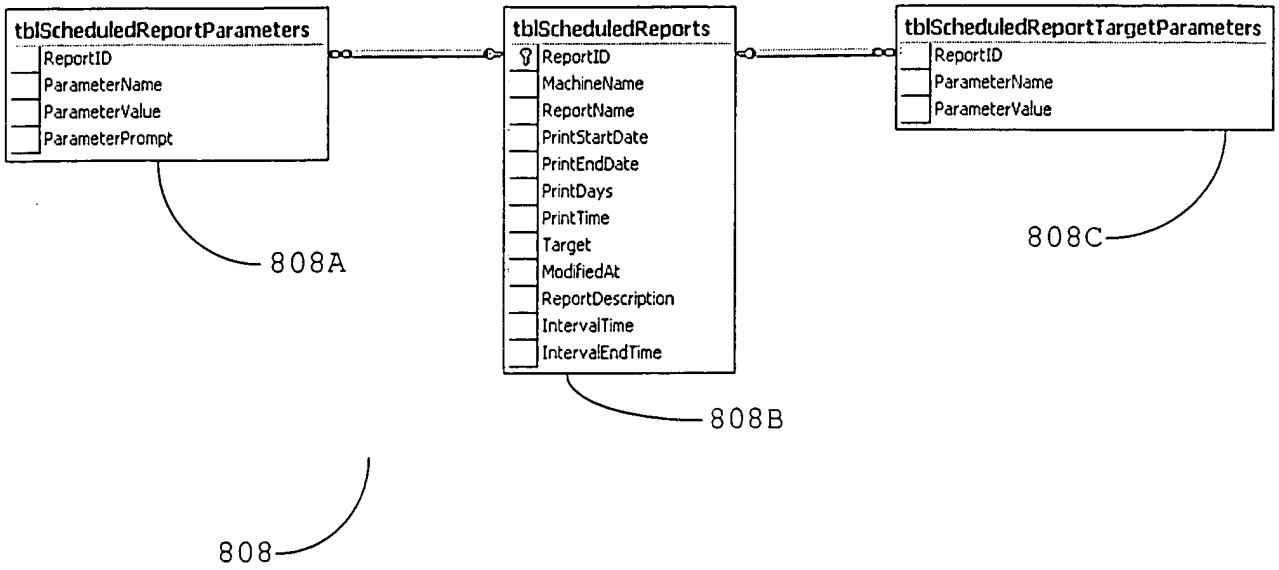


FIGURE 8H

Inventors: RAMA IYER ET AL.
Docket No: 727-01-PA-T
Express Mail No: EV212804941 US
Reg No: 39,535

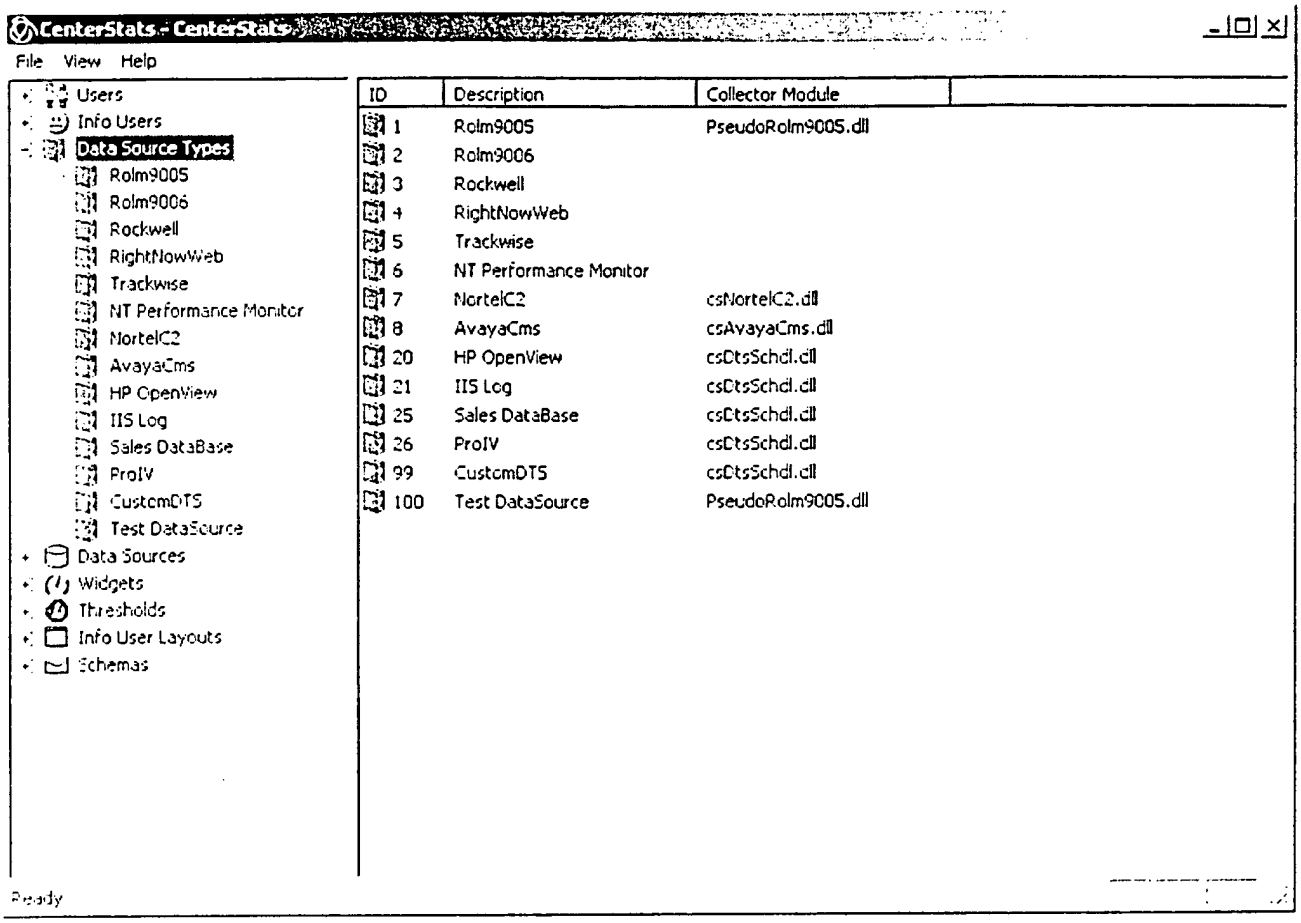


FIGURE 8I

Inventors: RAMA IYER ET AL.
Docket No: 727-01-PA-T
Express Mail No: EV212804941 US
Reg No: 39,535

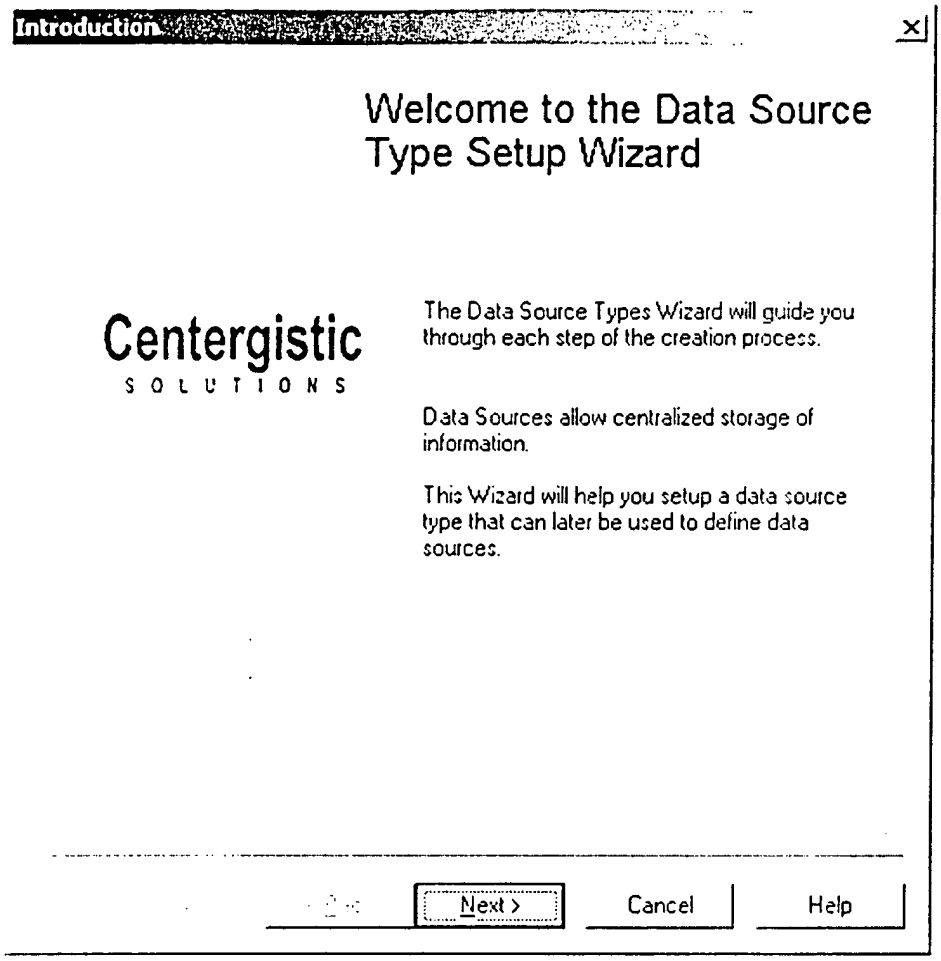


FIGURE 8J

Inventors: RAMA IYER ET AL.
Docket No: 727-01-PA-T
Express Mail No: EV212804941 US
Reg No: 39,535

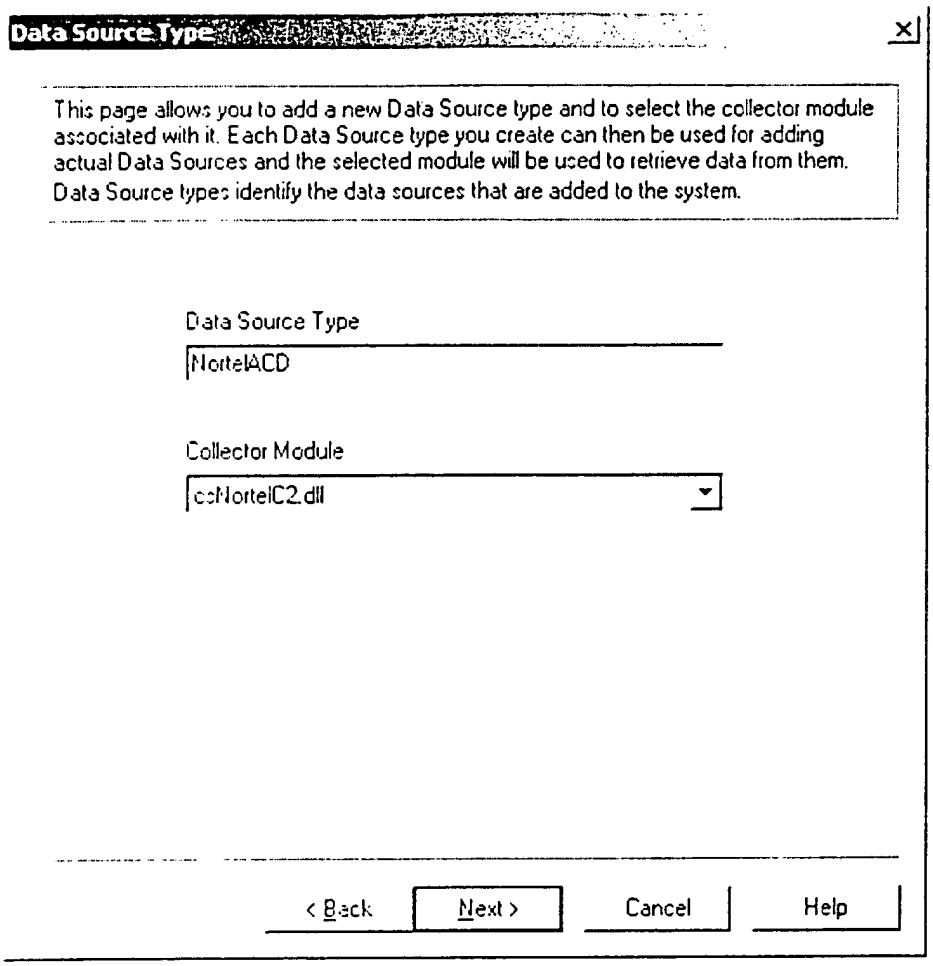


FIGURE 8K

Inventors: RAMA IYER ET AL.
Docket No: 727-01-PA-T
Express Mail No: EV212804941 US
Reg No: 39,535

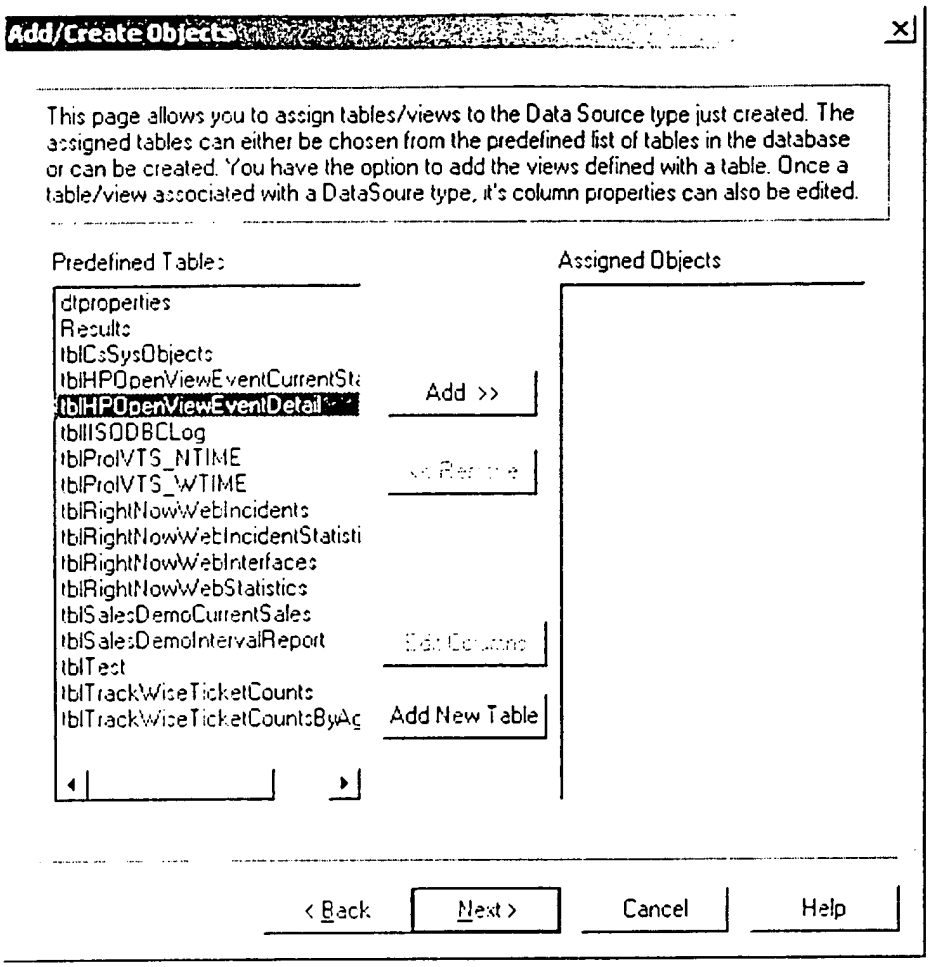
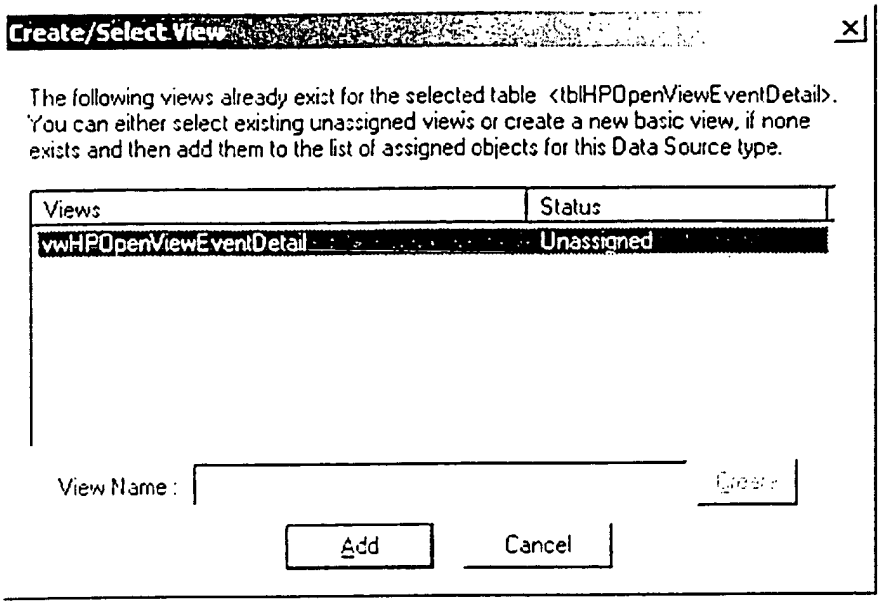


FIGURE 8L

Inventors: RAMA IYER ET AL.
Docket No: 727-01-PA-T
Express Mail No: EV212804941 US
Reg No: 39,535



Inventors: RAMA IYER ET AL.
Docket No: 727-01-PA-T
Express Mail No: EV212804941 US
Reg No: 39,535

FIGURE 8M

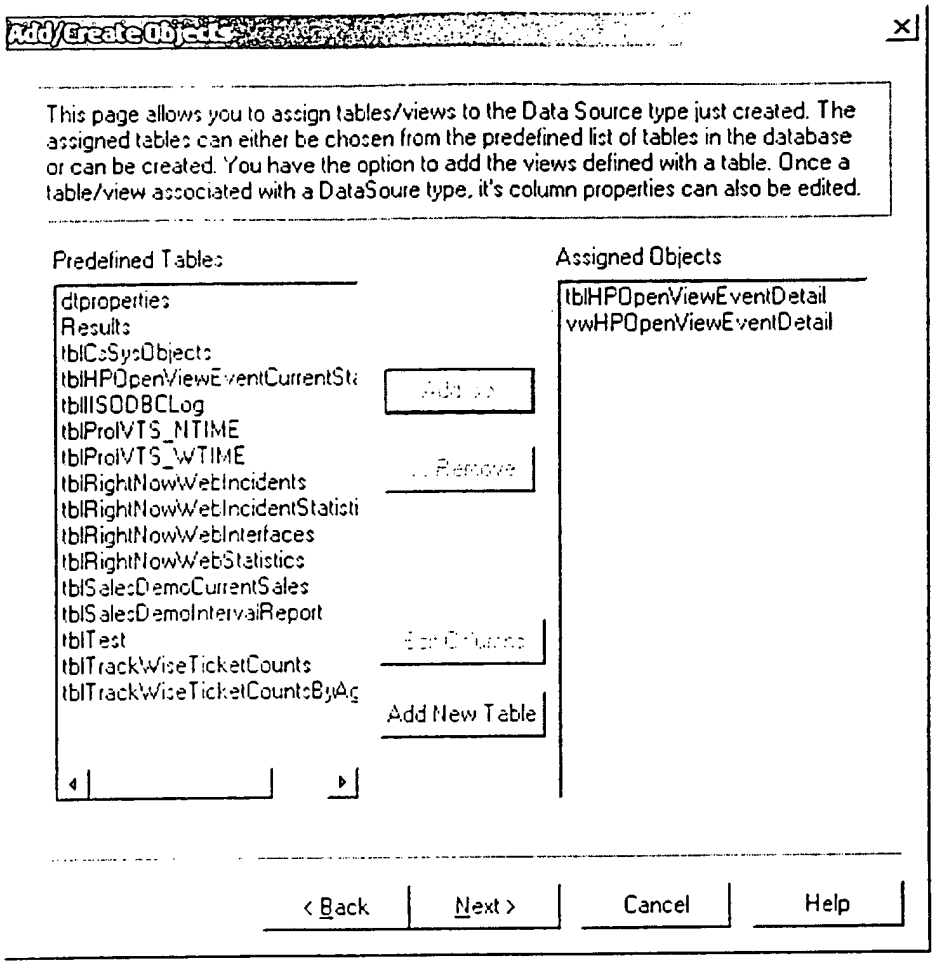


FIGURE 8N

Inventors: RAMA IYER ET AL.
Docket No: 727-01-PA-T
Express Mail No: EV212804941 US
Reg No: 39,535

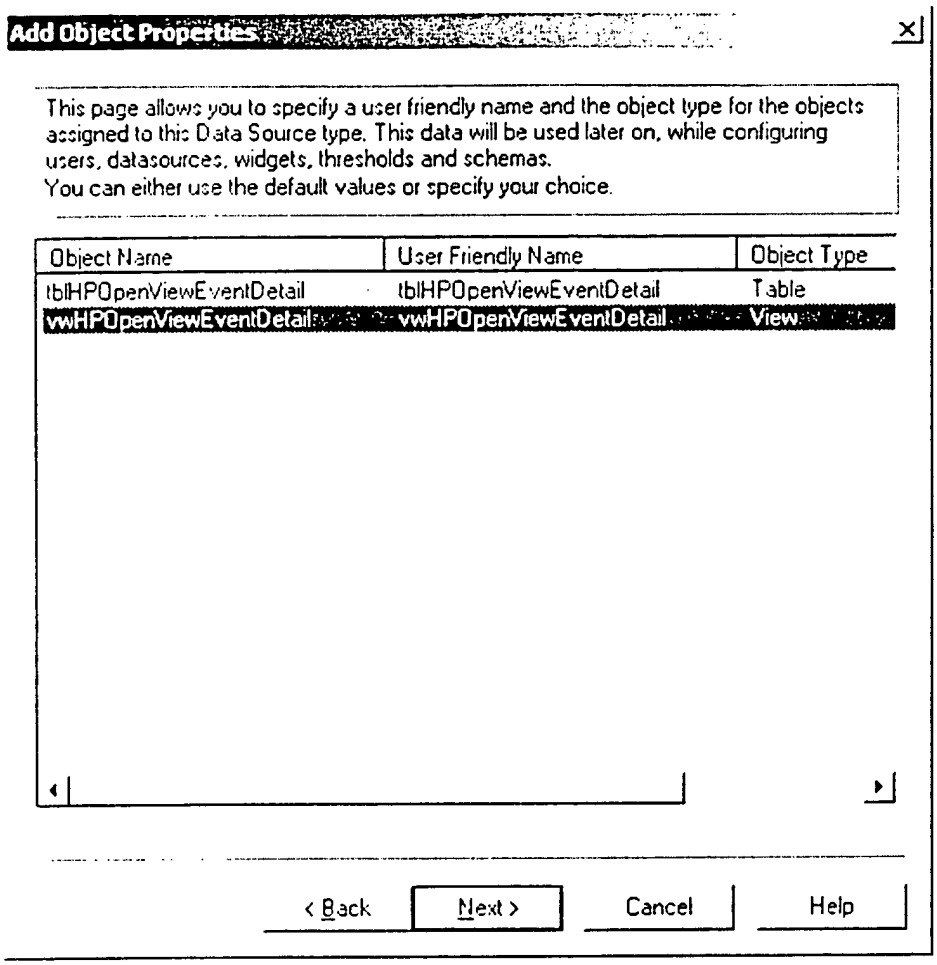


FIGURE 80

Inventors: RAMA IYER ET AL.
Docket No: 727-01-PA-T
Express Mail No: EV212804941 US
Reg No: 39,535

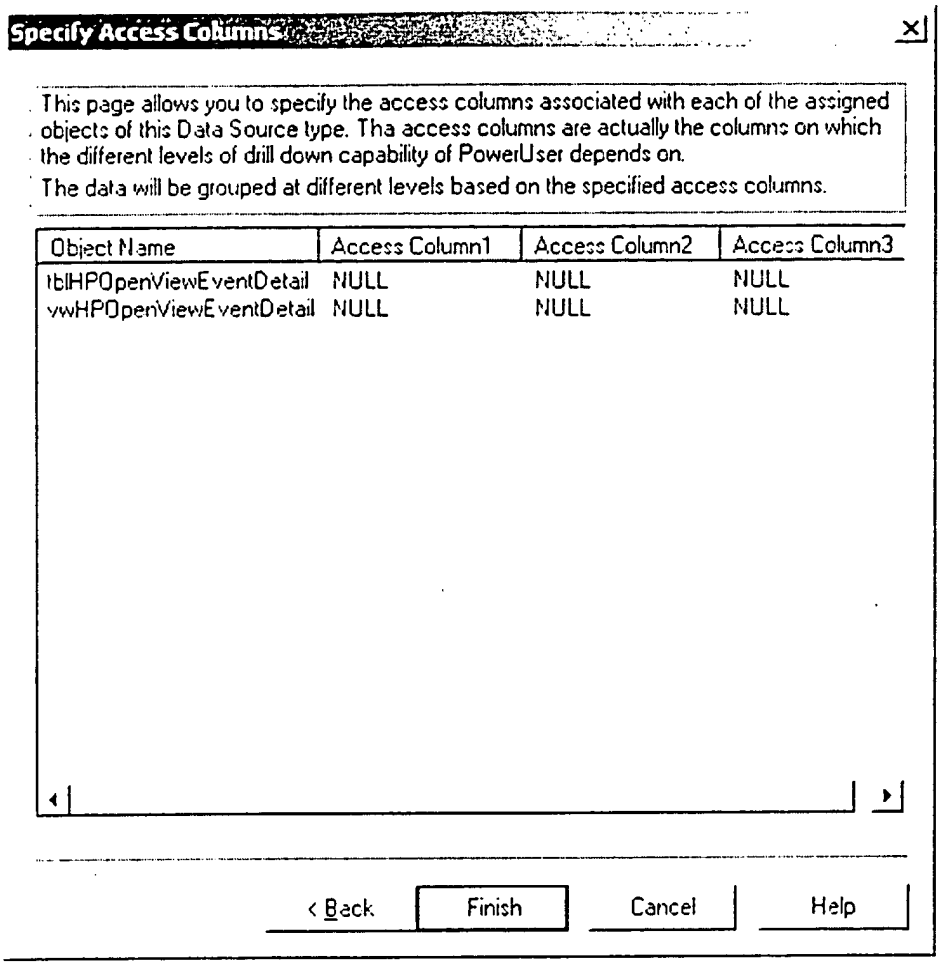
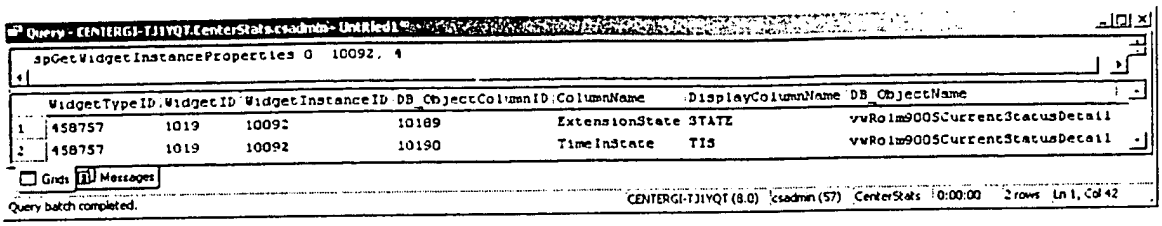


FIGURE 8P

Inventors: RAMA IYER ET AL.
Docket No: 727-01-PA-T
Express Mail No: EV212804941 US
Reg No: 39,535



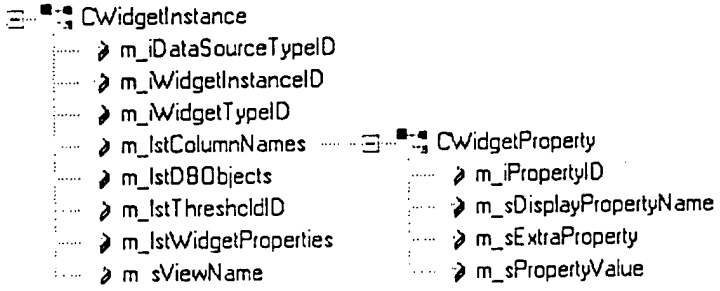


FIGURE 8Q

Inventors: RAMA IYER ET AL.
Docket No: 727-01-PA-T
Express Mail No: EV212804941 US
Reg No: 39,535

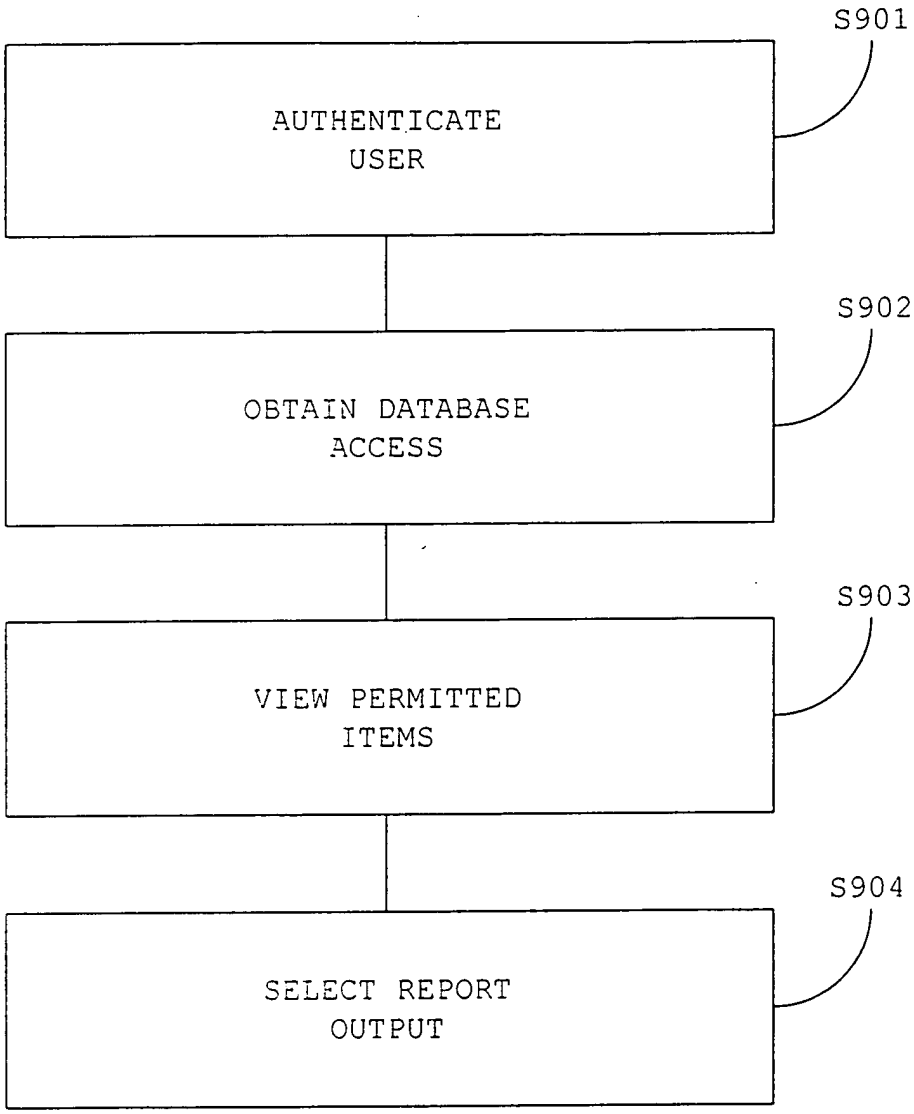


FIGURE 9

Inventors: RAMA IYER ET AL.
Docket No: 727-01-PA-T
Express Mail No: EV212804941 US
Reg No: 39,535

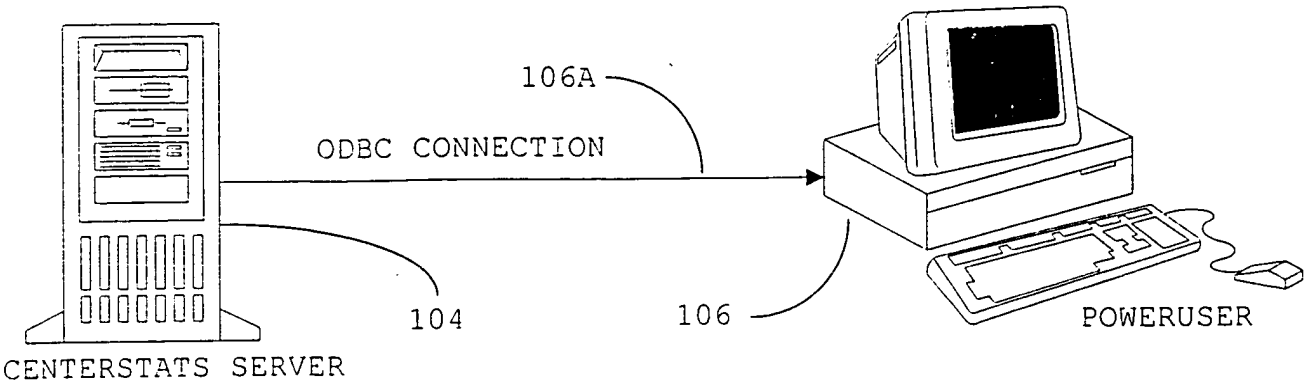


FIGURE 9A - POWERUSER INTERFACE

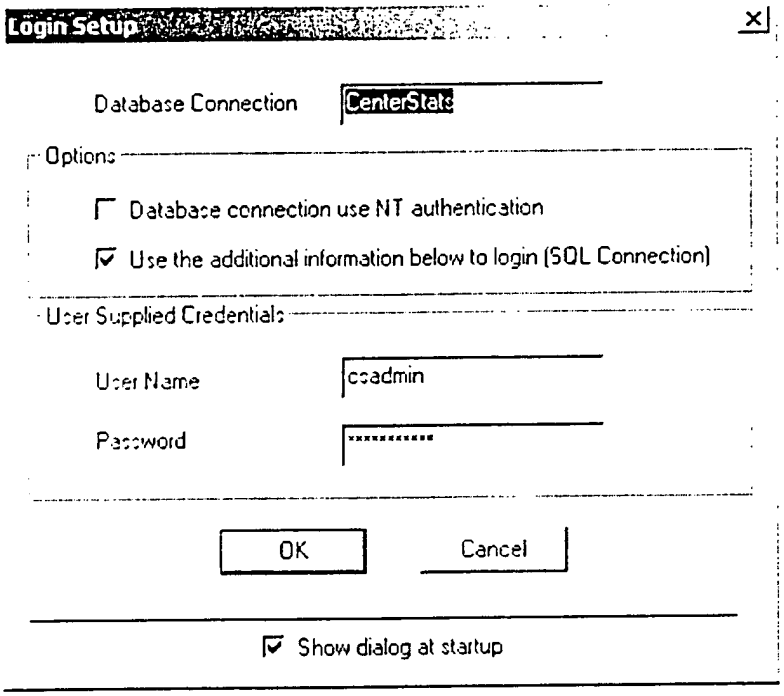
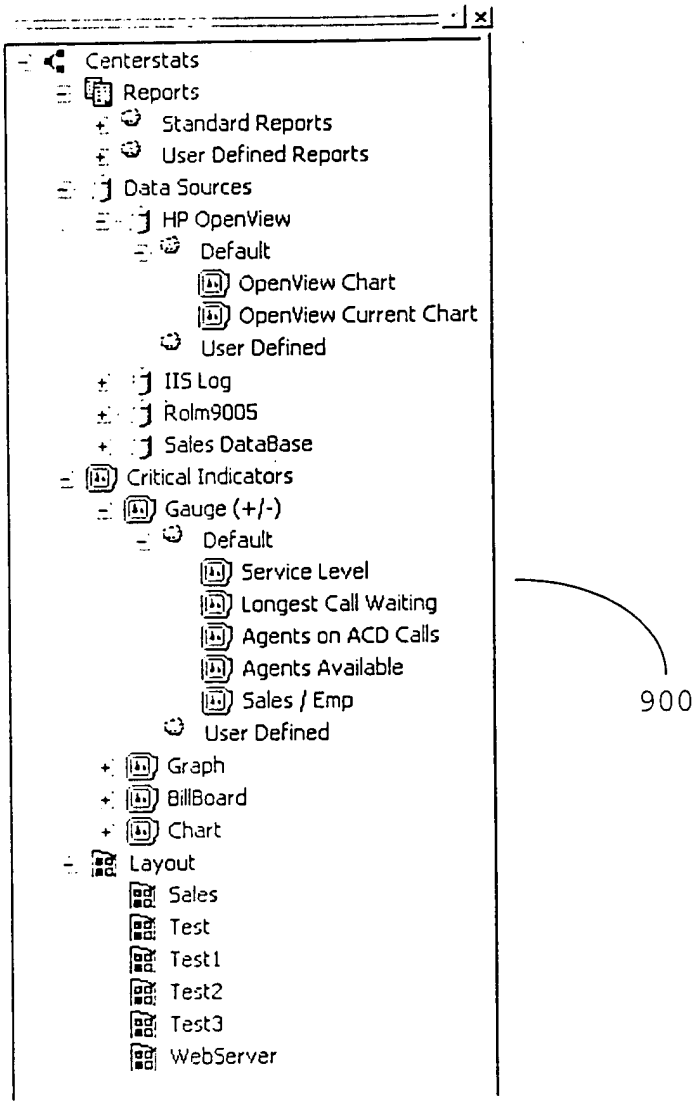


FIGURE 9B - LOGIN WINDOW

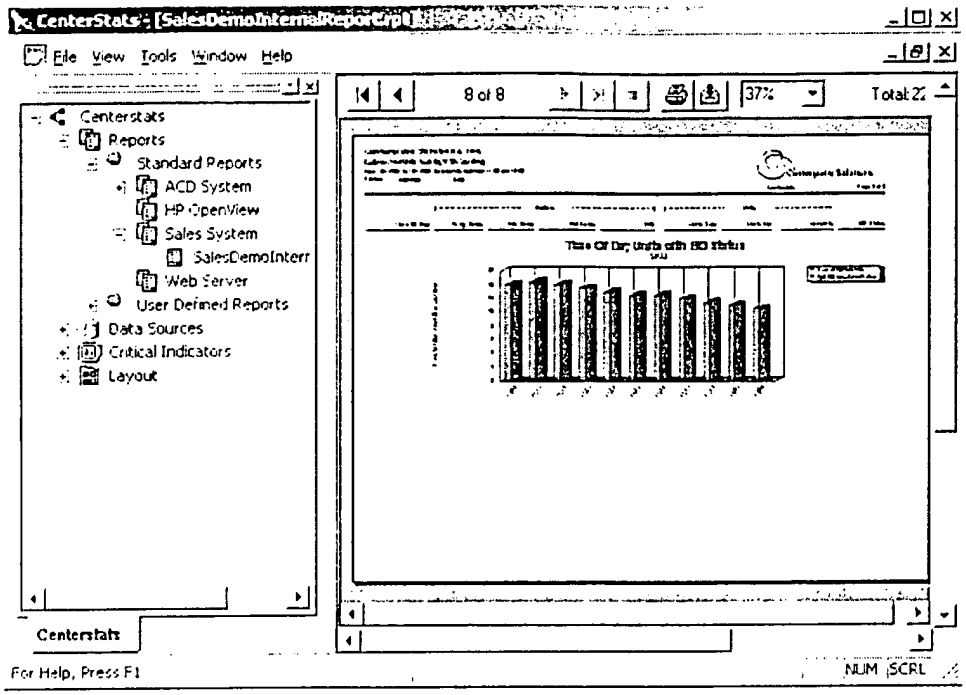
FIGURES 9A AND 9B

Inventors: RAMA IYER ET AL.
Docket No: 727-01-PA-T
Express Mail No: EV212804941 US
Reg No: 39,535



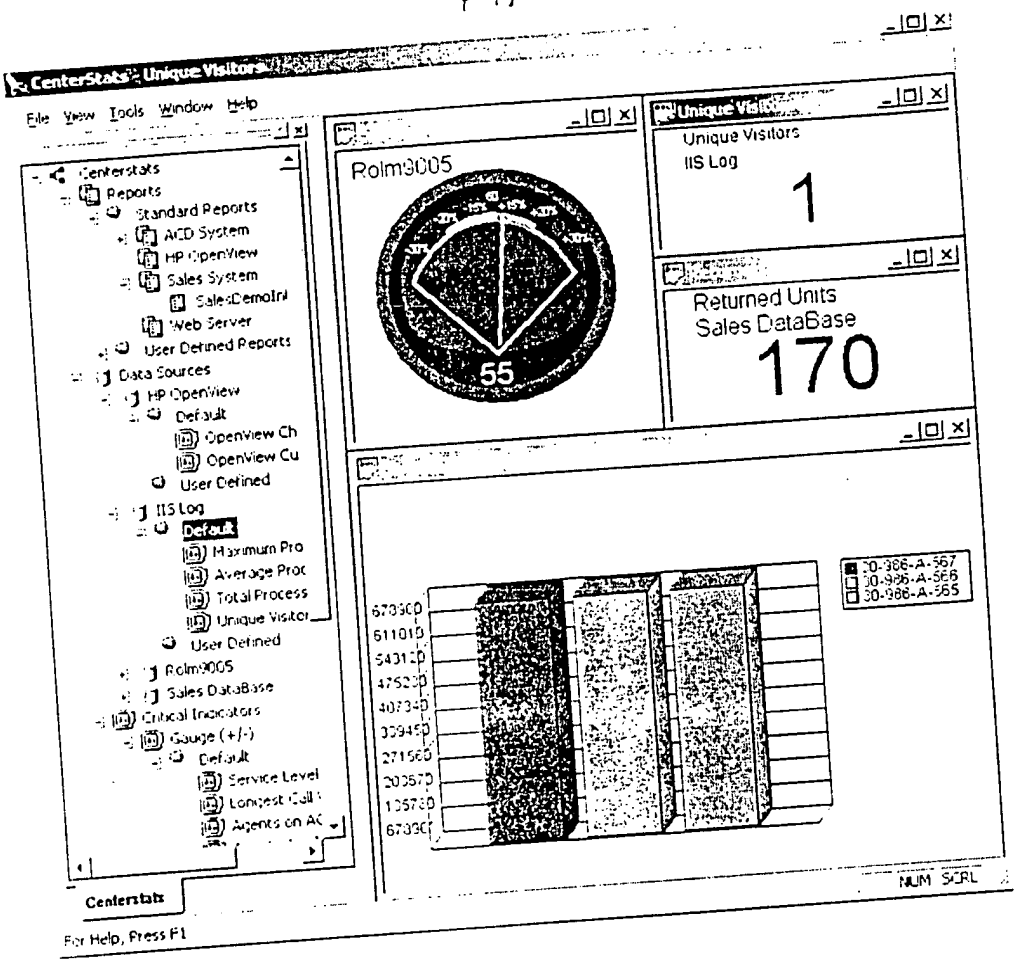
Inventors: RAMA IYER ET AL.
Docket No: 727-01-PA-T
Express Mail No: EV212804941 US
Reg No: 39,535

FIGURES 9C - SELECTION TREE VIEW



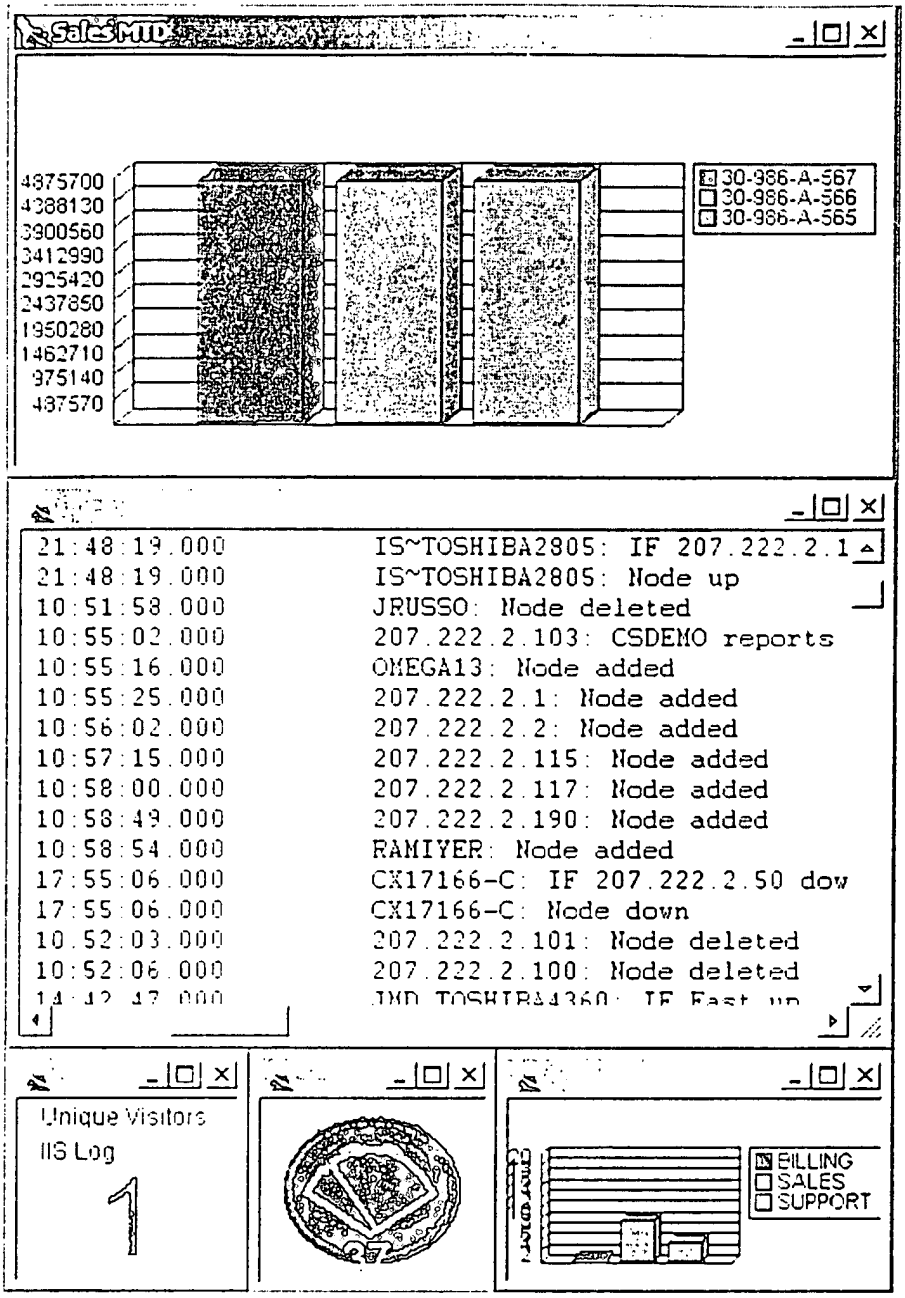
Inventors: RAMA IYER ET AL.
Docket No: 727-01-PA-T
Express Mail No: EV212804941 US
Reg No: 39,535

FIGURES 9D



FIGURES 9E

Inventors: RAMA IYER ET AL.
Docket No: 727-01-PA-T
Express Mail No: EV212804941 US
Reg No: 39,535



Inventors: RAMA IYER ET AL.
Docket No: 727-01-PA-T
Express Mail No: EV212804941 US
Reg No: 39,535

FIGURES 9F

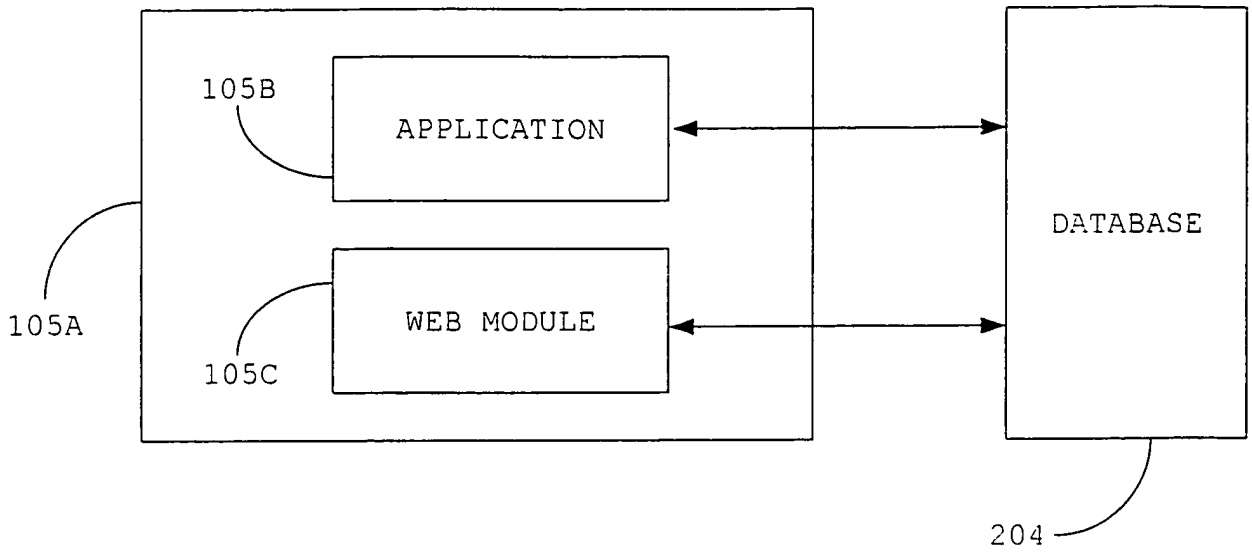


FIGURE 10A

Inventors: RAMA IYER ET AL.
Docket No: 727-01-PA-T
Express Mail No: EV212804941 US
Reg No: 39,535

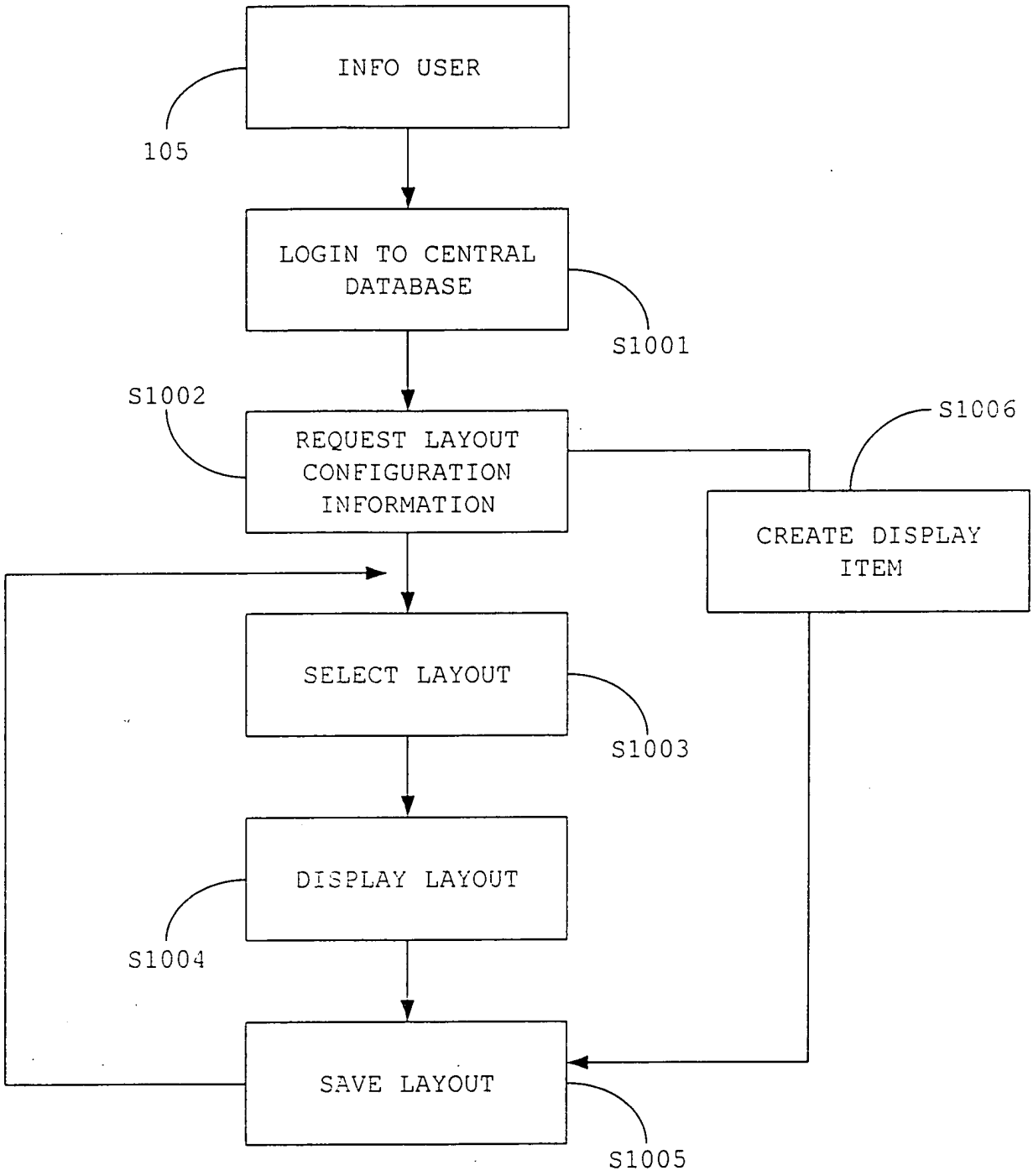


FIGURE 10B

Inventors: RAMA IYER ET AL.
Docket No: 727-01-PA-T
Express Mail No: EV212804941 US
Reg No: 39,535

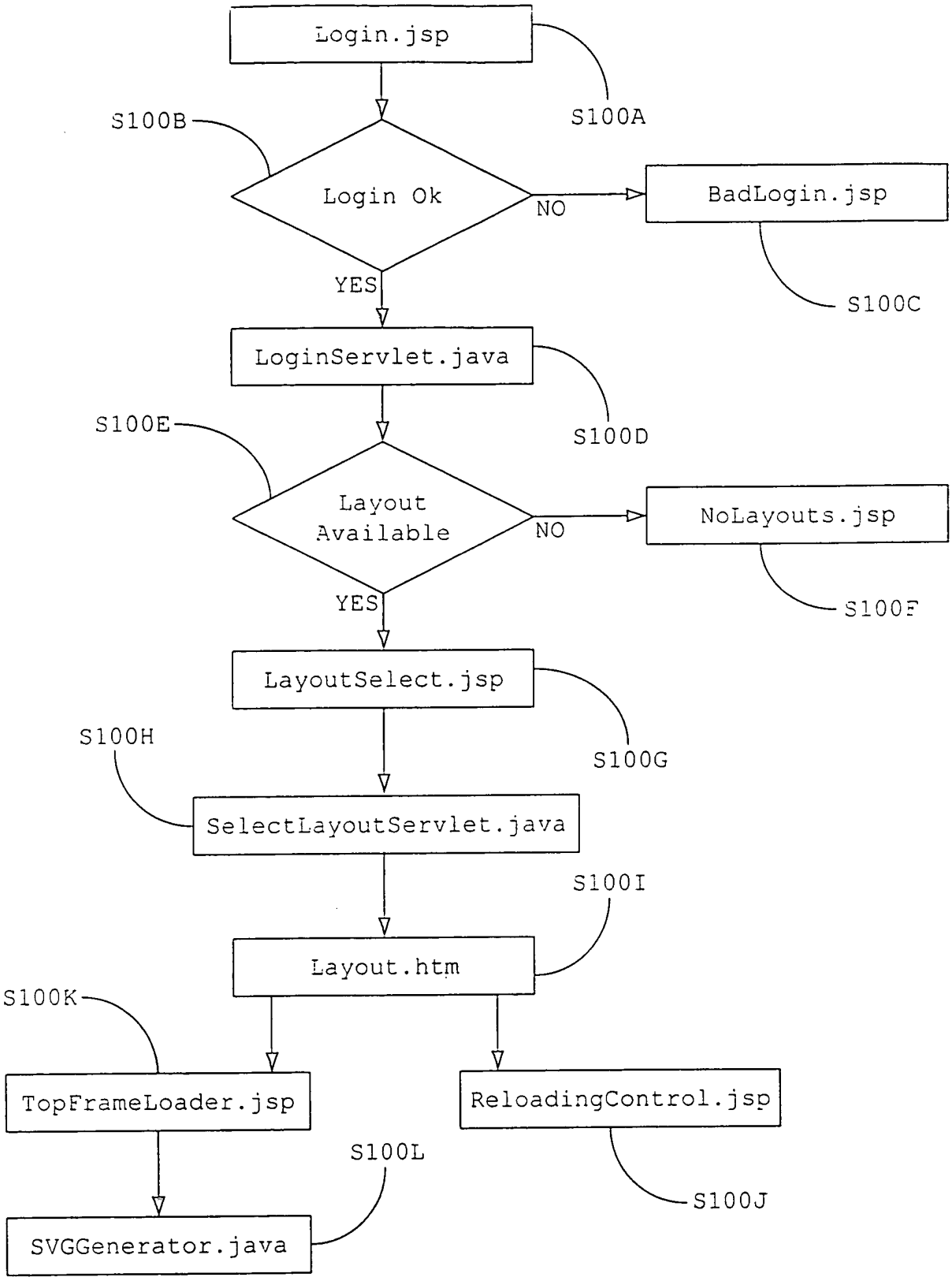


FIGURE 10C

Inventors: RAMA IYER ET AL.
Docket No: 727-01-PA-T
Express Mail No: EV212804941 US
Reg No: 39,535

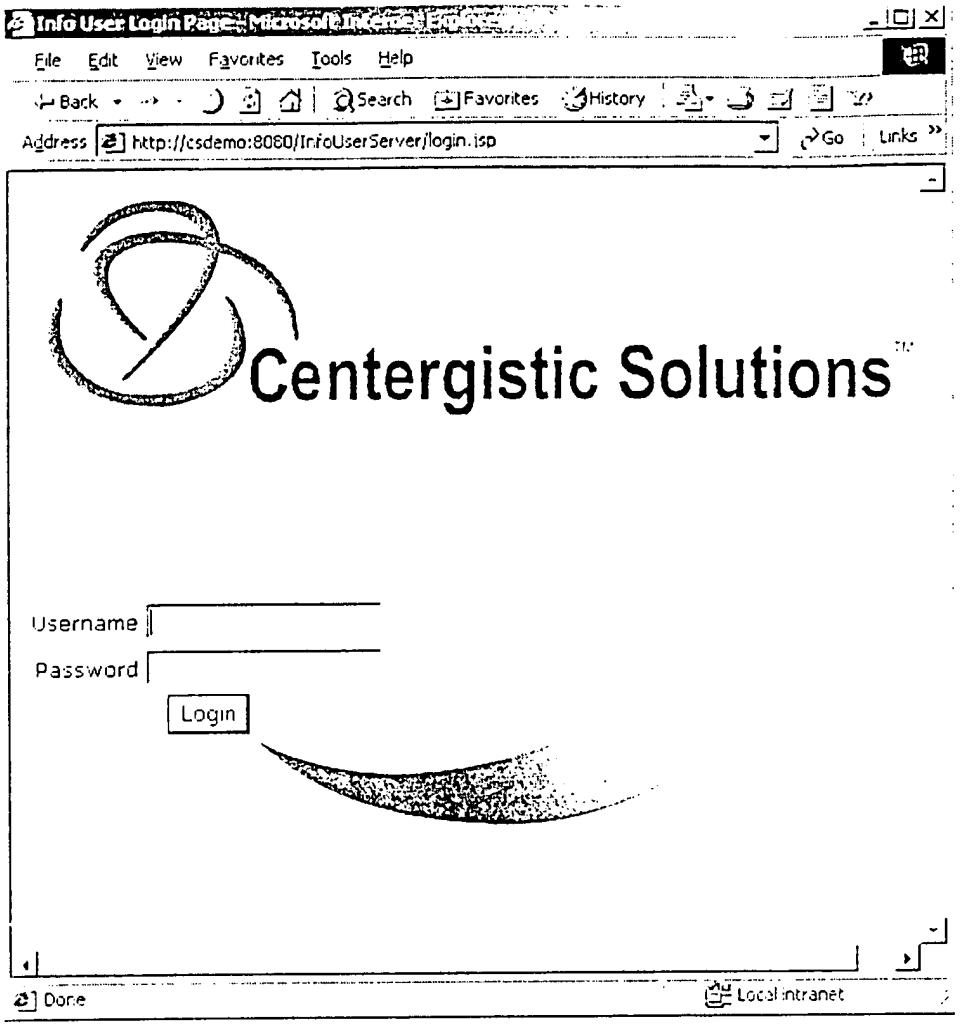


FIGURE 11A

Inventors: RAMA IYER ET AL.
Docket No: 727-01-PA-T
Express Mail No: EV212804941 US
Reg No: 39,535

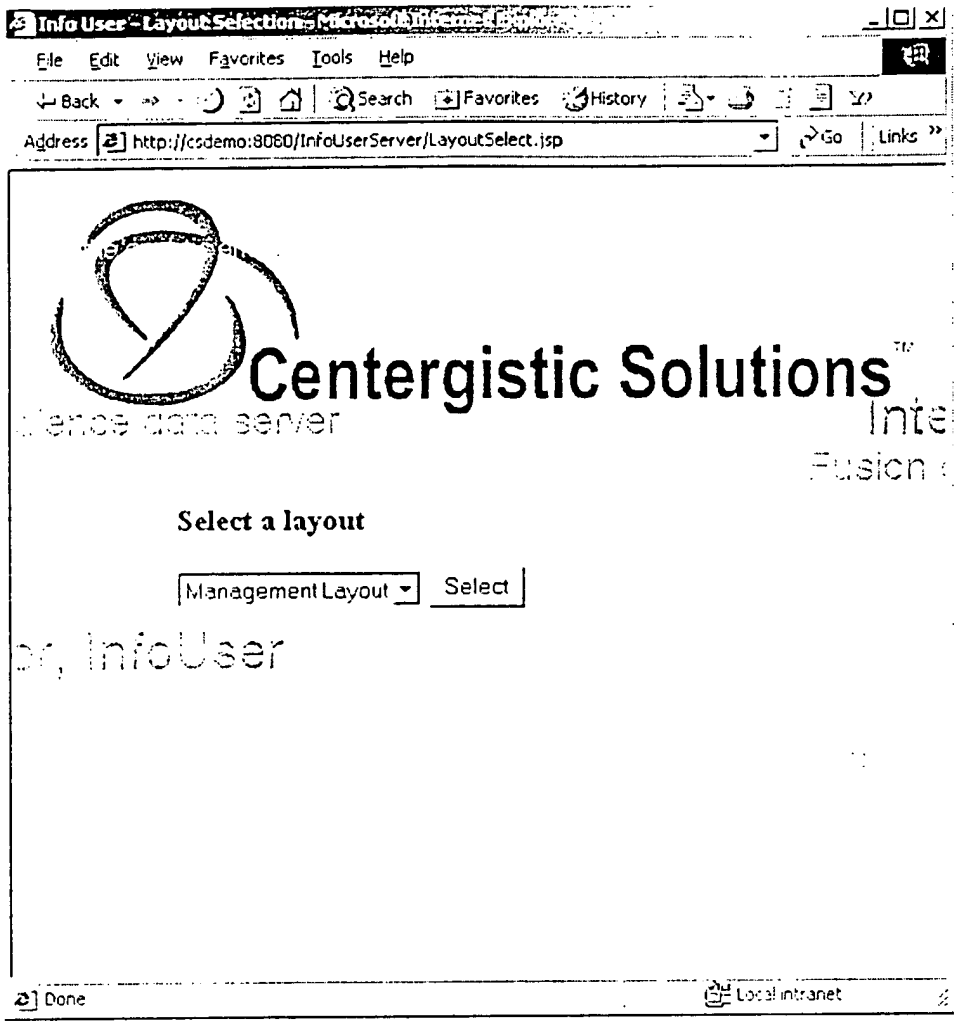


FIGURE 11B

Inventors: RAMA IYER ET AL.
Docket No: 727-01-PA-T
Express Mail No: EV212804941 US
Reg No: 39,535

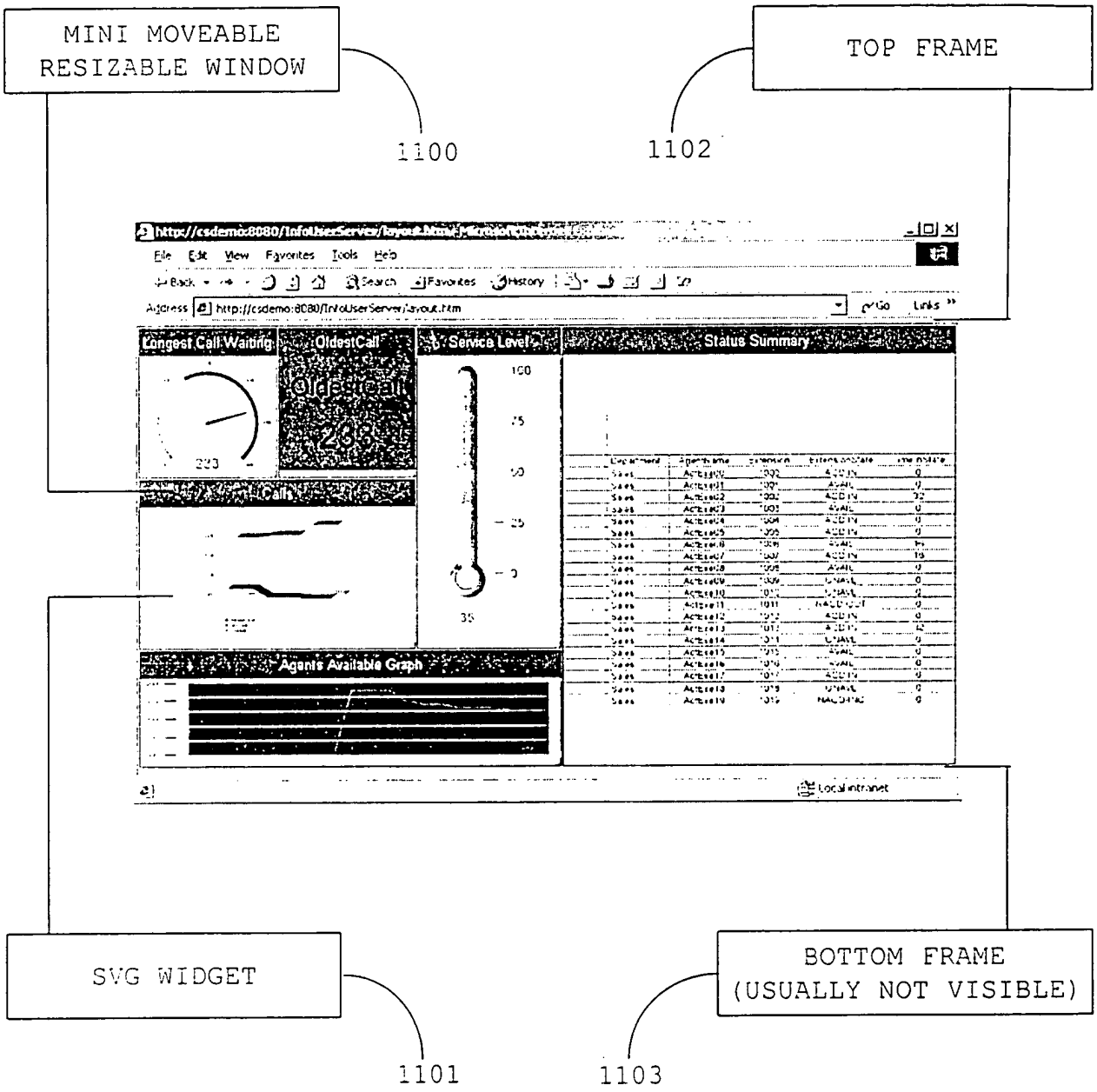


FIGURE 11C

Inventors: RAMA IYER ET AL.
Docket No: 727-01-PA-T
Express Mail No: EV212804941 US
Reg No: 39,535

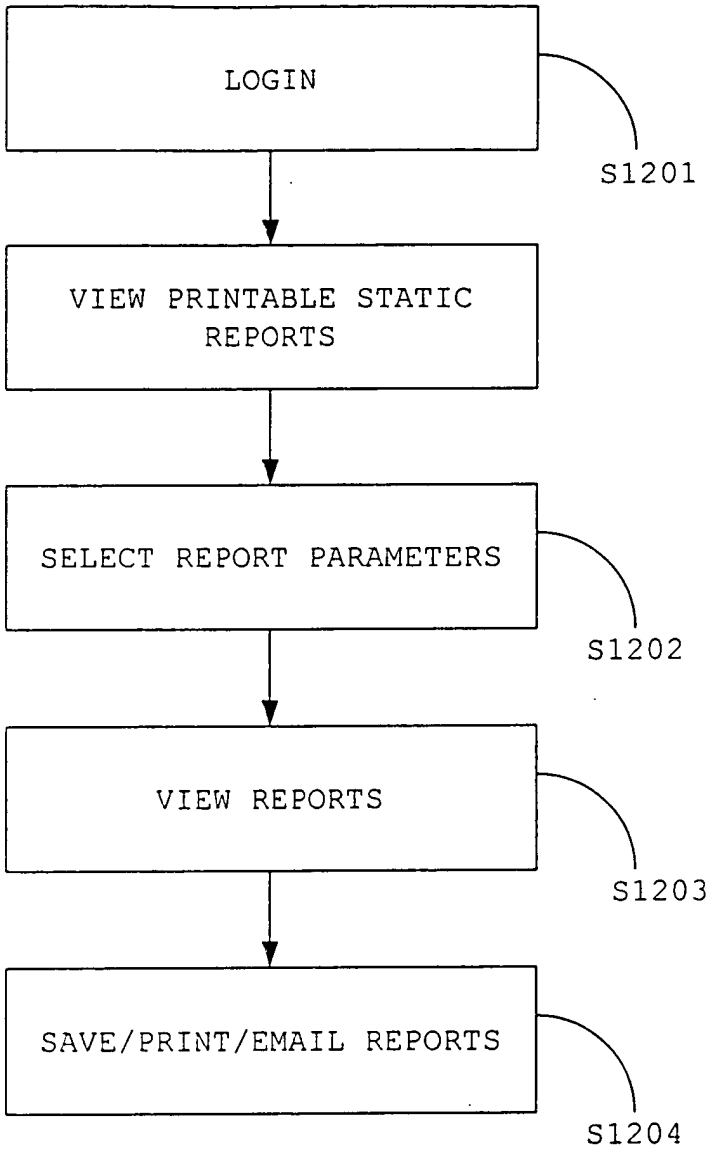
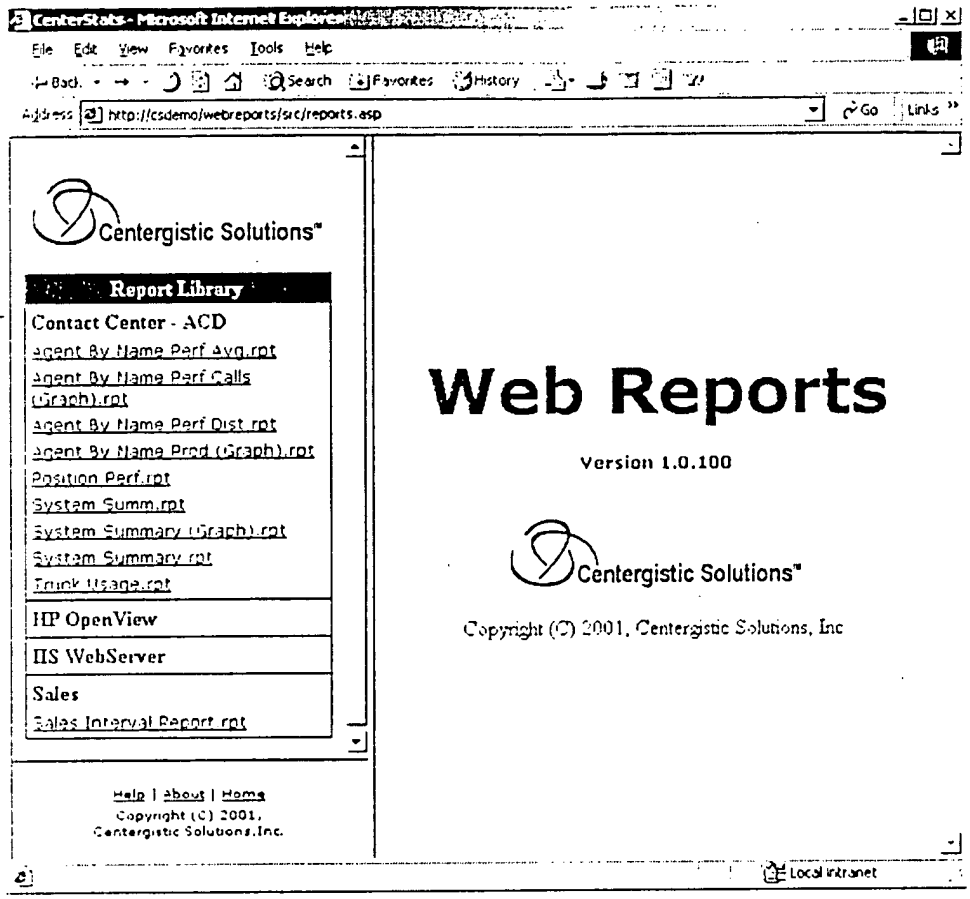


FIGURE 12

Inventors: RAMA IYER ET AL.
Docket No: 727-01-PA-T
Express Mail No: EV212804941 US
Reg No: 39,535



1200

FIGURE 12A

Inventors: RAMA IYER ET AL.
Docket No: 727-01-PA-T
Express Mail No: EV212804941 US
Reg No: 39,535

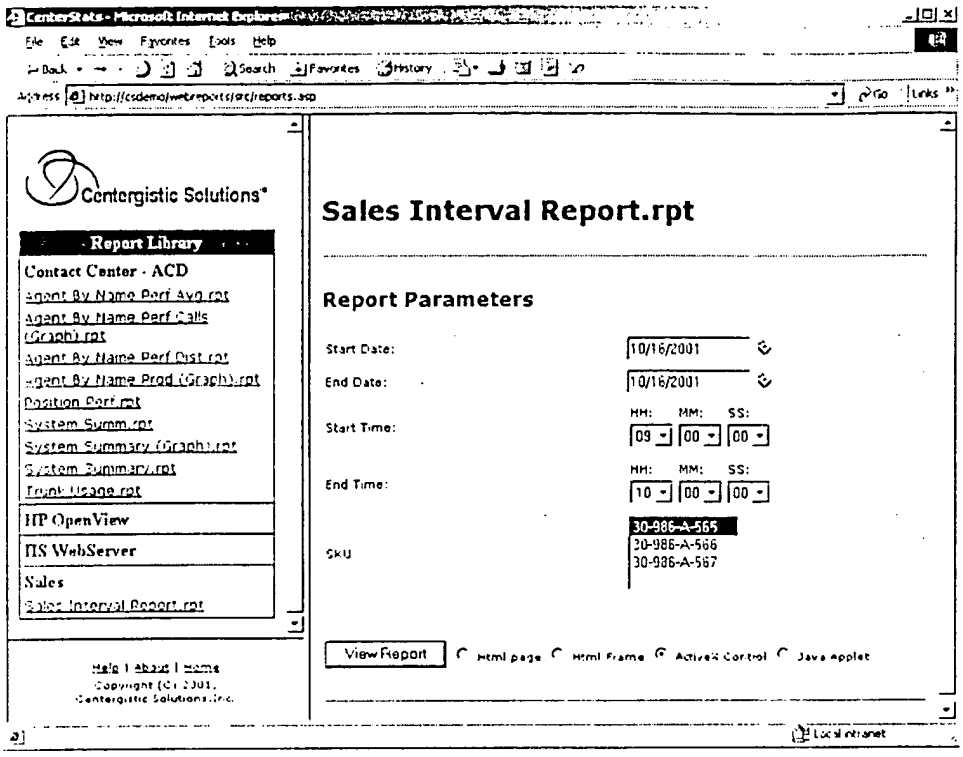


FIGURE 12B

Inventors: RAMA IYER ET AL.
Docket No: 727-01-PA-T
Express Mail No: EV212804941 US
Reg No: 39,535

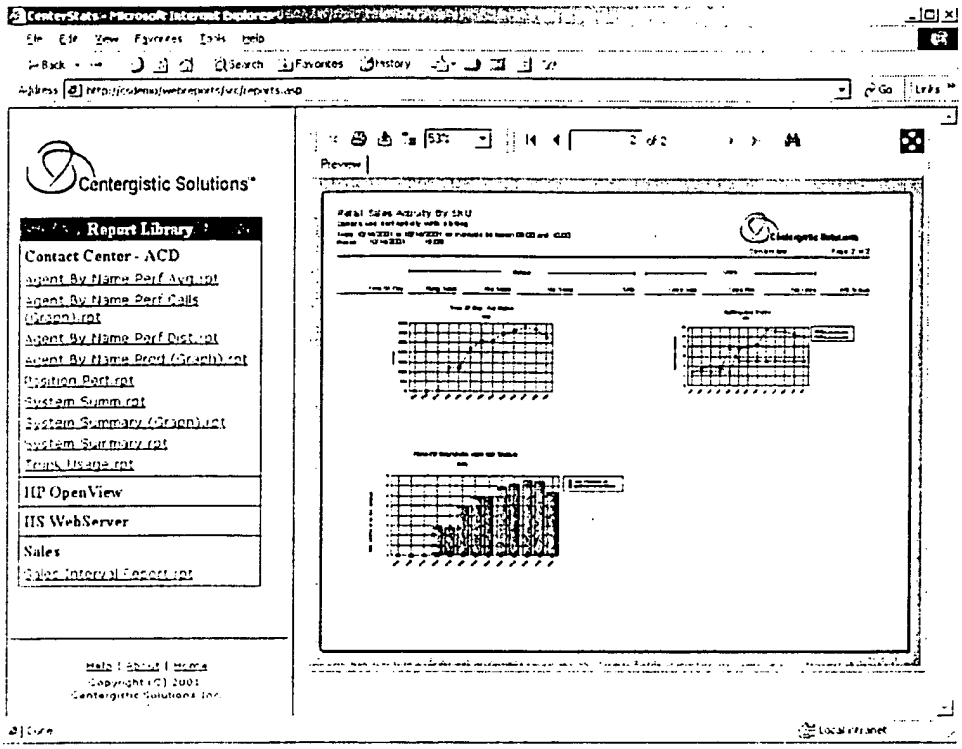


FIGURE 12C

Inventors: RAMA IYER ET AL.
Docket No: 727-01-PA-T
Express Mail No: EV212804941 US
Reg No: 39,535

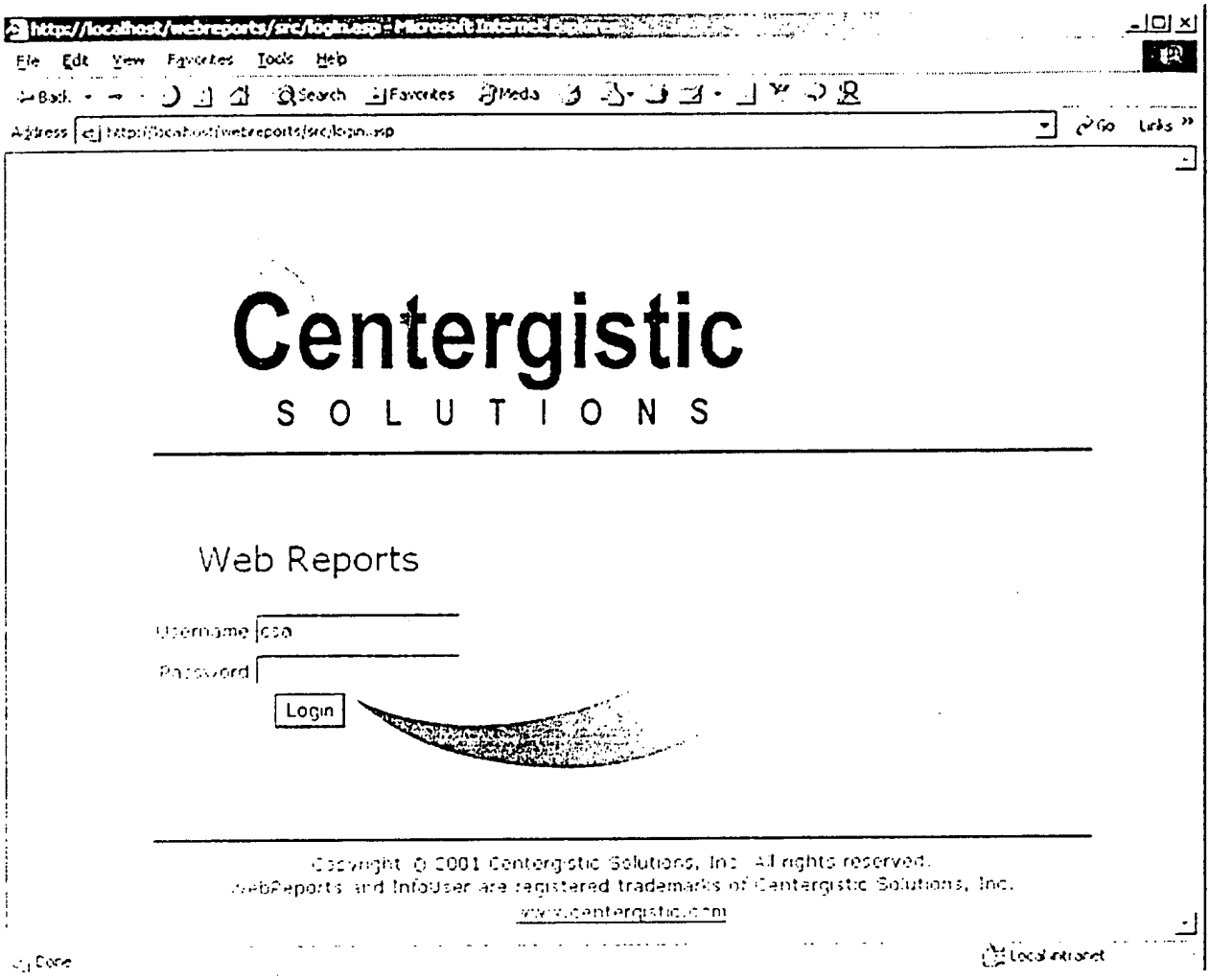


FIGURE 13A

Inventors: RAMA IYER ET AL.
Docket No: 727-01-PA-T
Express Mail No: EV212804941 US
Reg No: 39,535

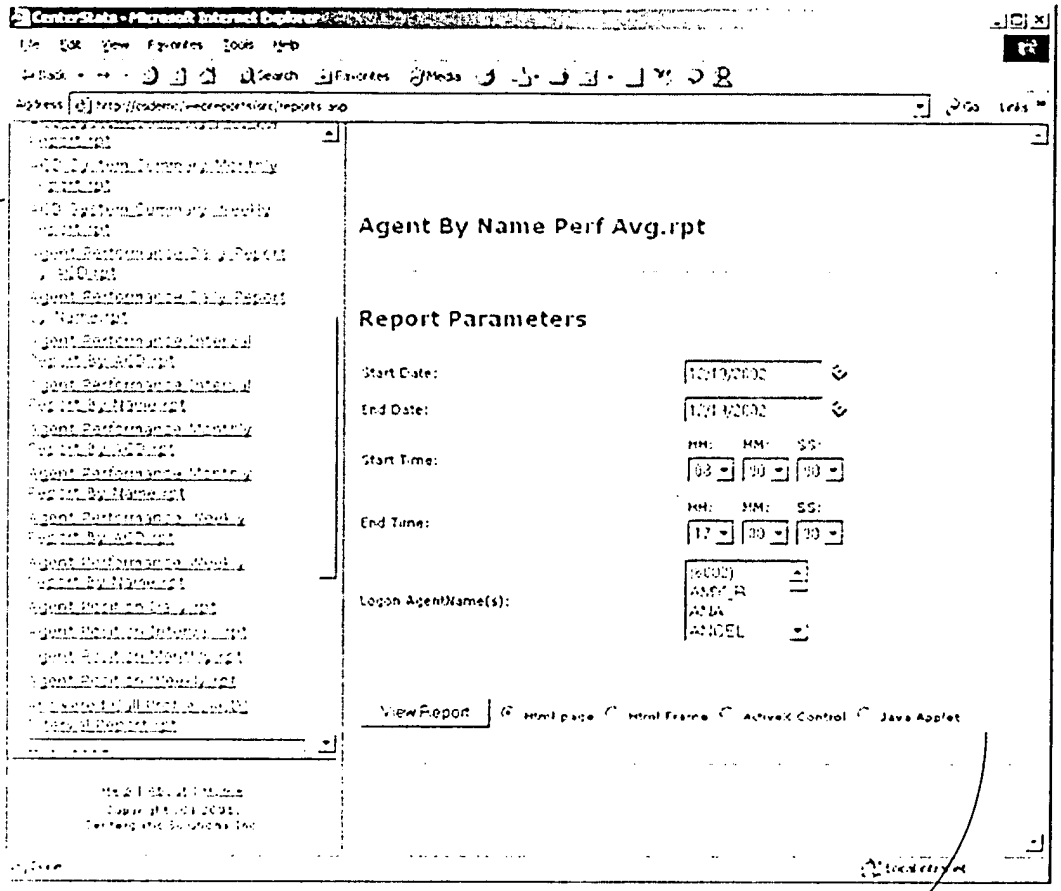


FIGURE 13B

Inventors: RAMA IYER ET AL.
Docket No: 727-01-PA-T
Express Mail No: EV212804941 US
Reg No: 39,535

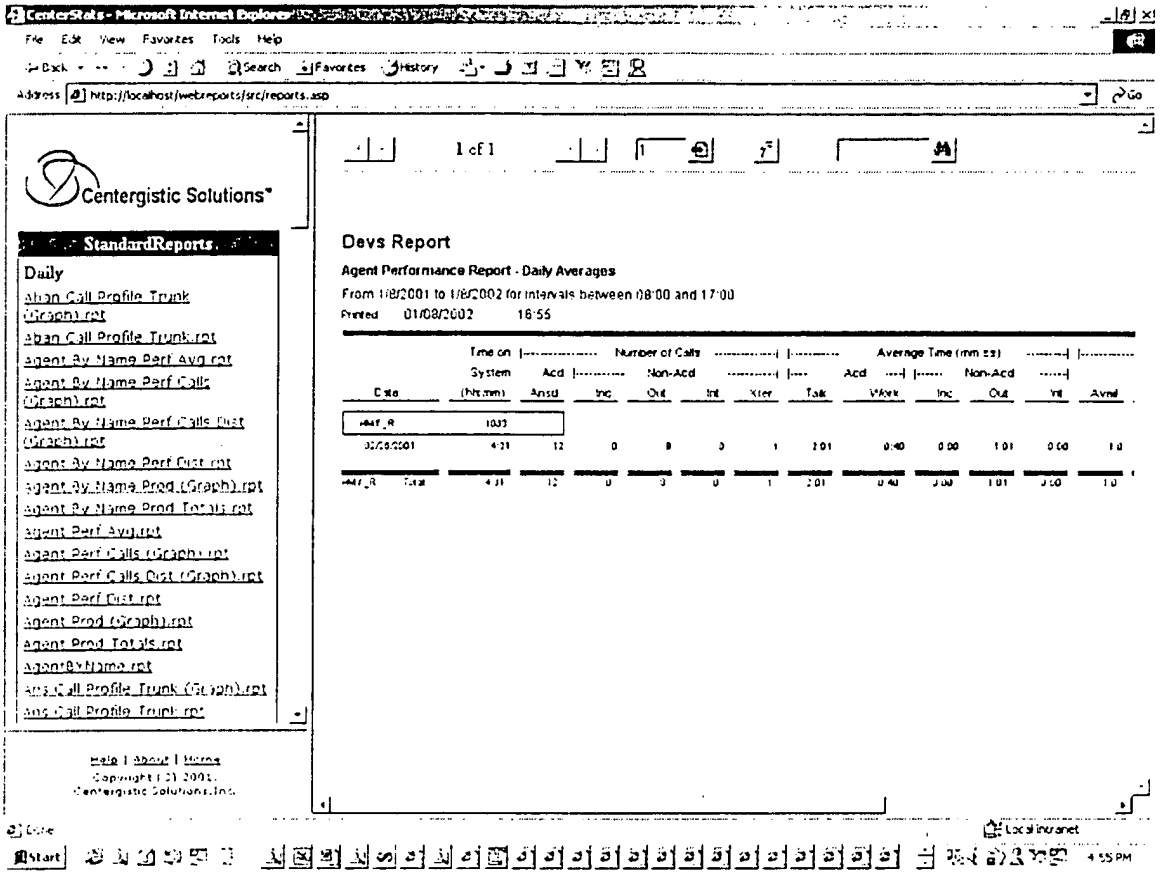


FIGURE 13C

Inventors: RAMA IYER ET AL.
Docket No: 727-01-PA-T
Express Mail No: EV212804941 US
Reg No: 39,535

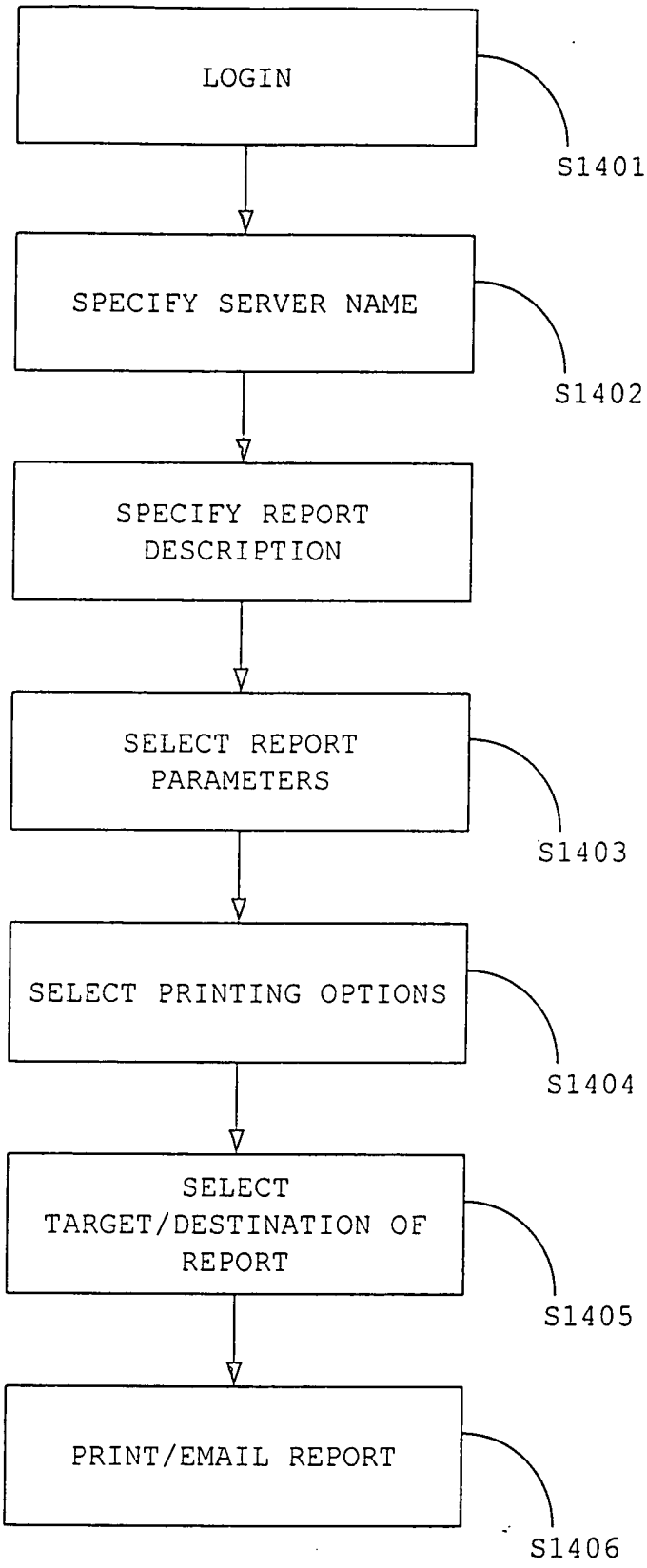


FIGURE 14

Inventors: RAMA IYER ET AL.
Docket No: 727-01-PA-T
Express Mail No: EV212804941 US
Reg No: 39,535

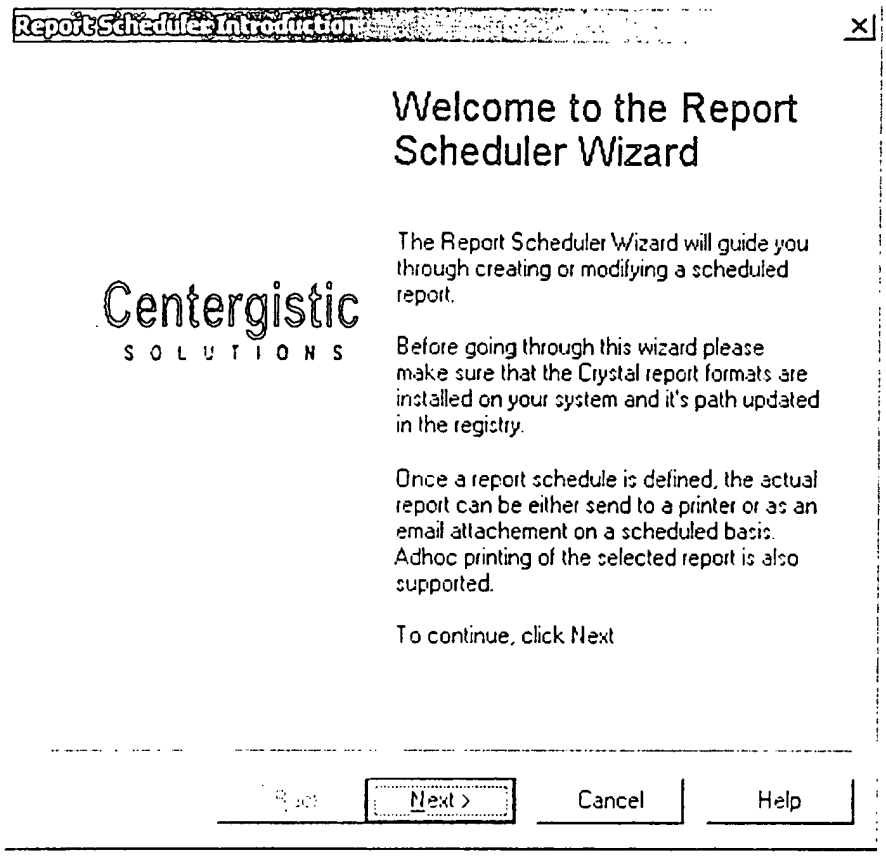


FIGURE 14A

Inventors: RAMA IYER ET AL.
Docket No: 727-01-PA-T
Express Mail No: EV212804941 US
Reg No: 39,535

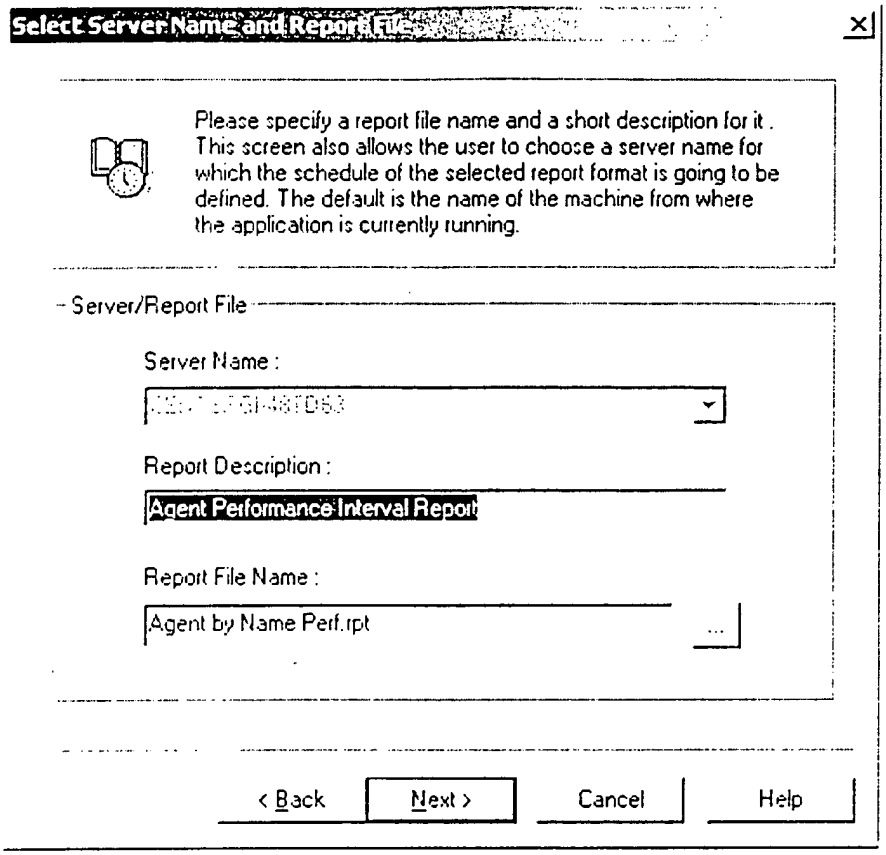


FIGURE 14B

Inventors: RAMA IYER ET AL.
Docket No: 727-01-PA-T
Express Mail No: EV212804941 US
Reg No: 39,535

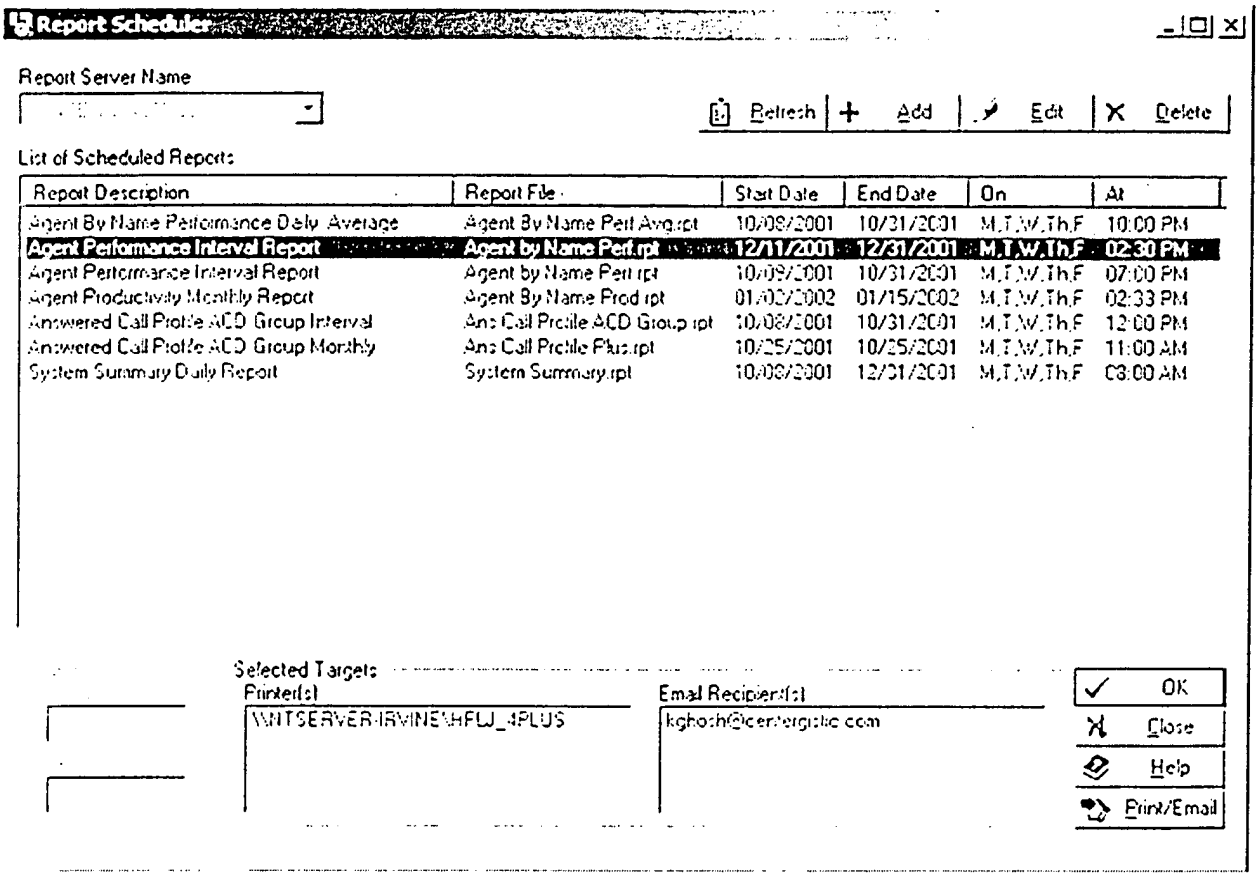


FIGURE 14C

Inventors: RAMA IYER ET AL.
Docket No: 727-01-PA-T
Express Mail No: EV212804941 US
Reg No: 39,535

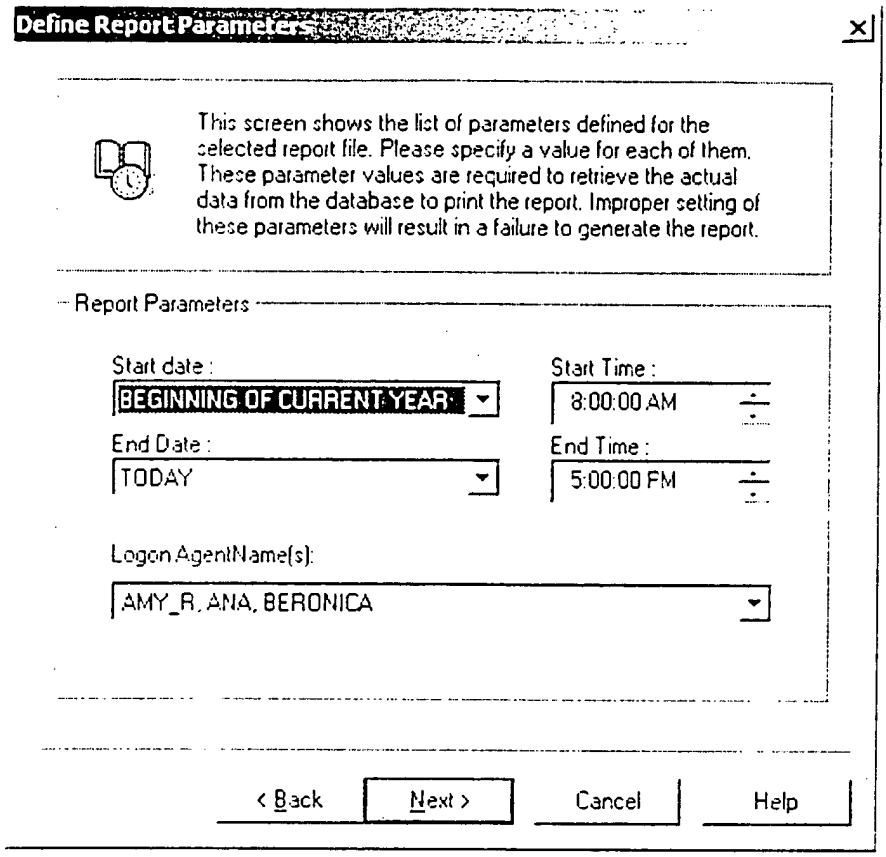


FIGURE 14D

Inventors: RAMA IYER ET AL.
Docket No: 727-01-PA-T
Express Mail No: EV212804941 US
Reg No: 39,535

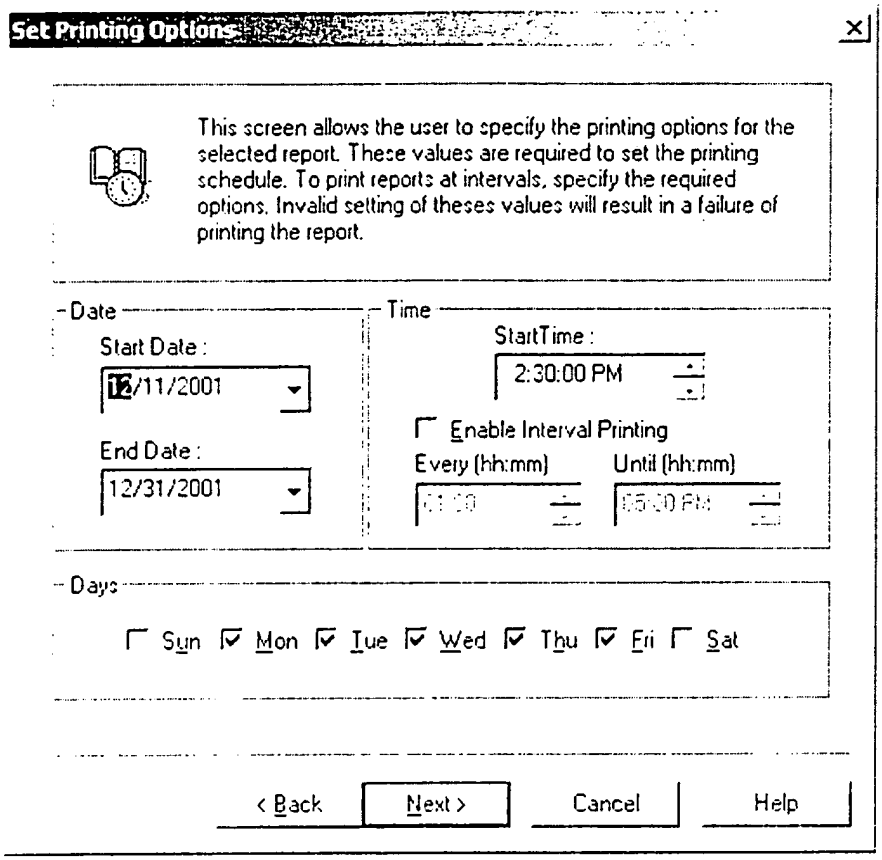


FIGURE 14E

Inventors: RAMA IYER ET AL.
Docket No: 727-01-PA-T
Express Mail No: EV212804941 US
Reg No: 39,535

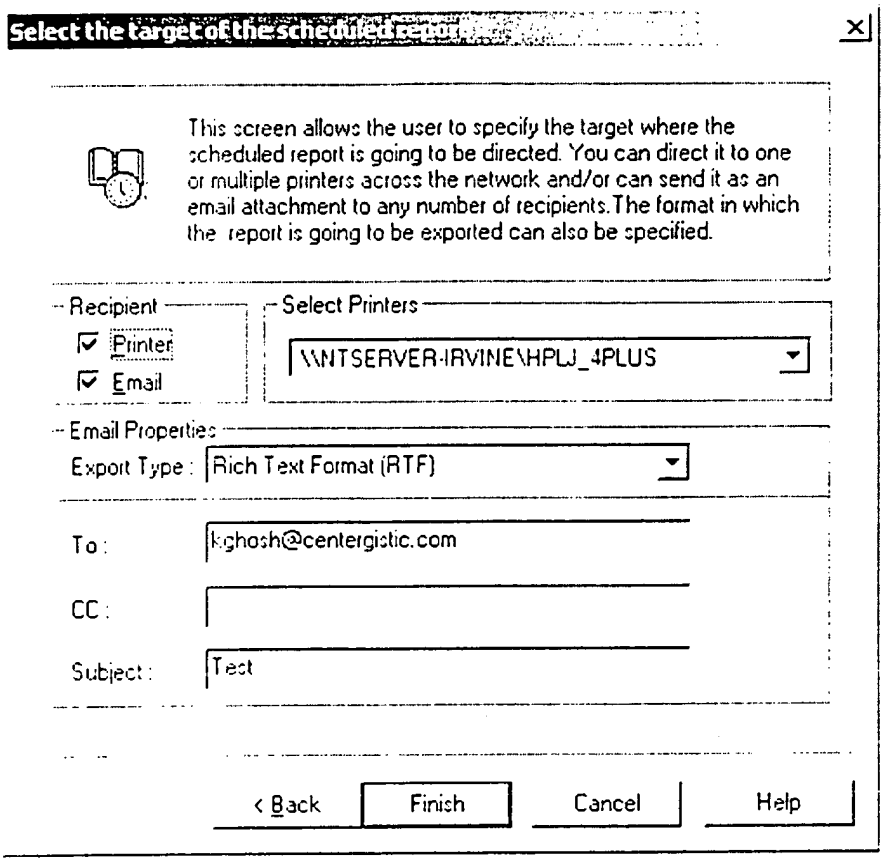


FIGURE 14F

Inventors: RAMA IYER ET AL.
Docket No: 727-01-PA-T
Express Mail No: EV212804941 US
Reg No: 39,535

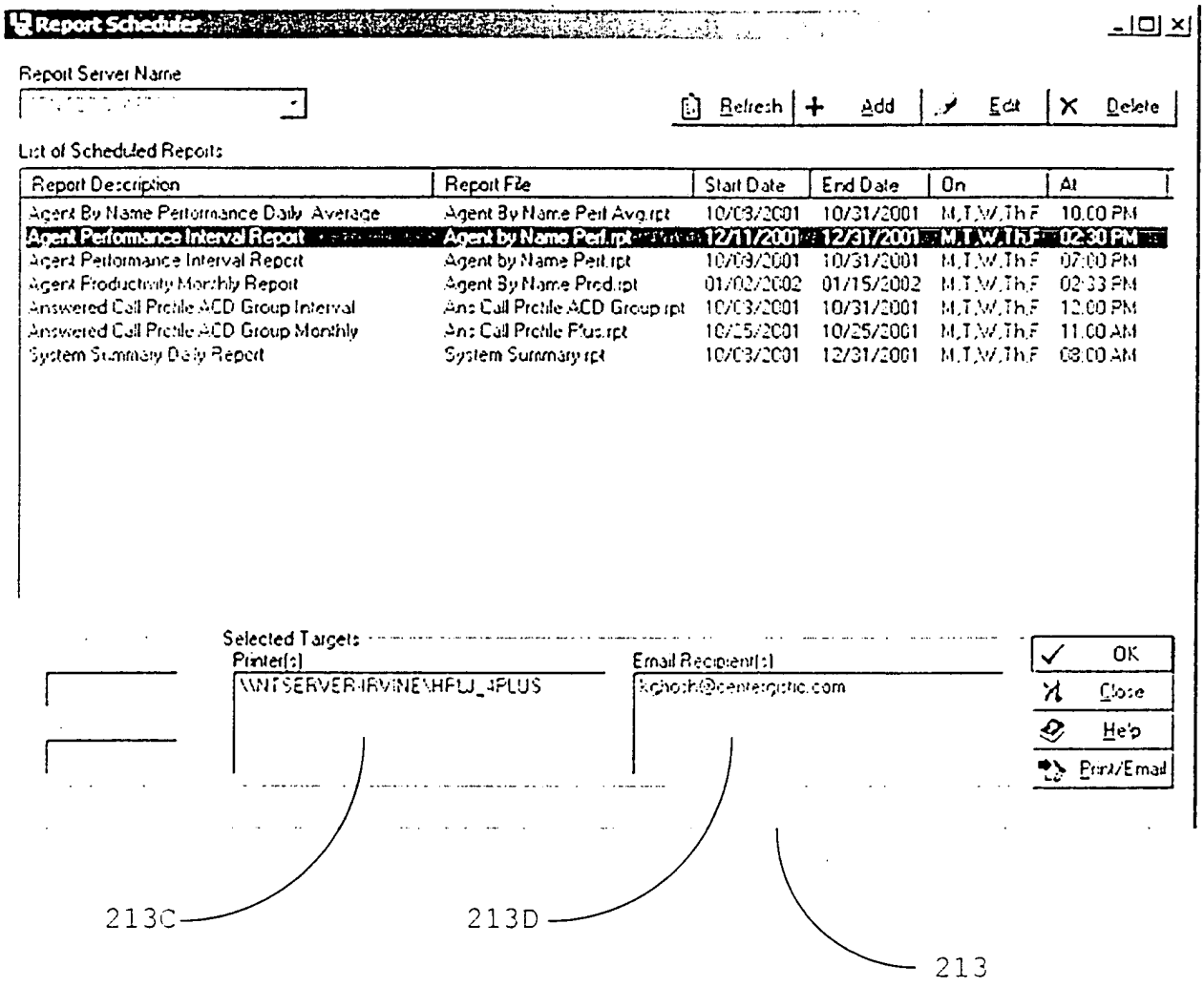


FIGURE 15A

Inventors: RAMA IYER ET AL.
Docket No: 727-01-PA-T
Express Mail No: EV212804941 US
Reg No: 39,535

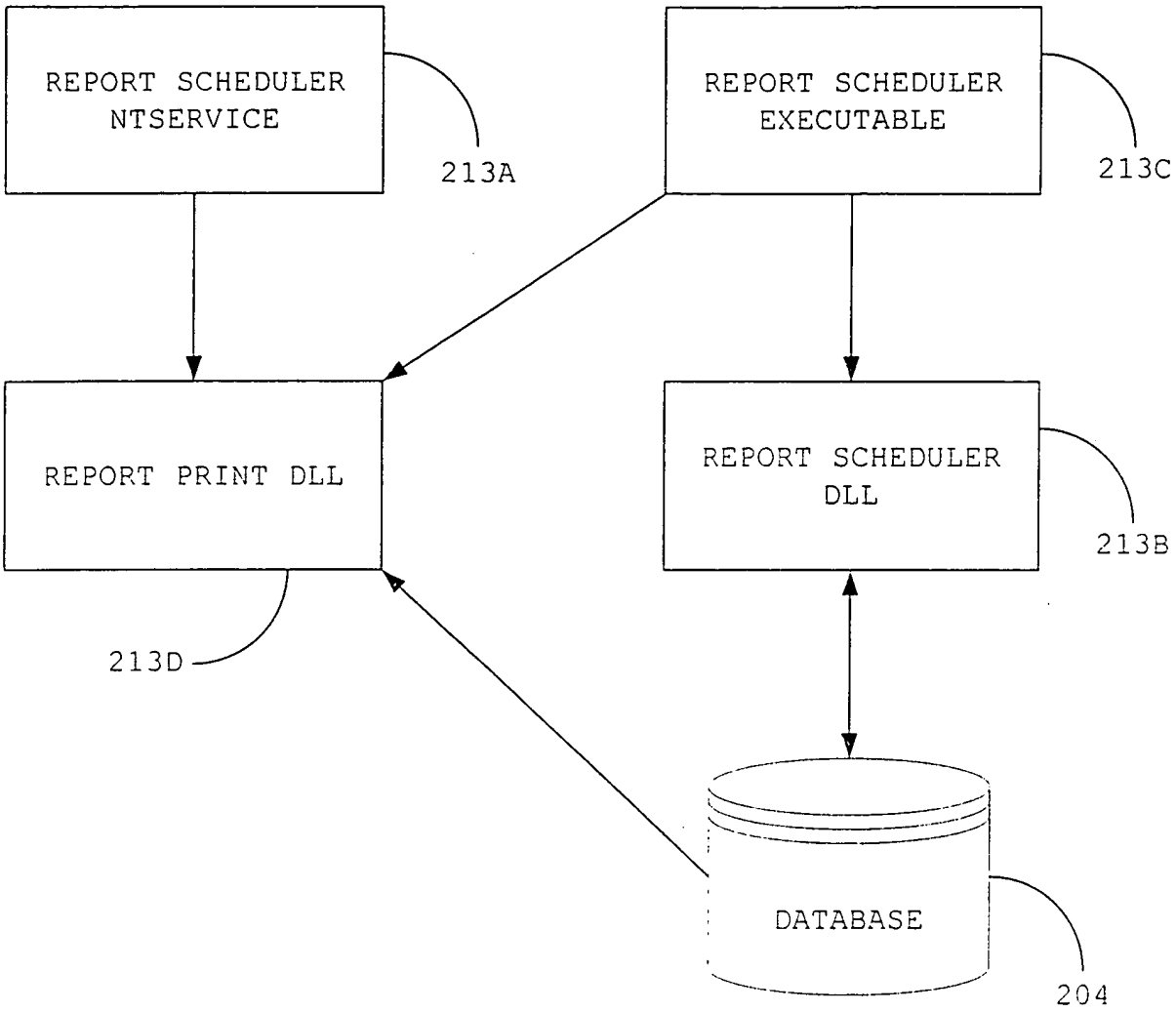


FIGURE 15B

Inventors: RAMA IYER ET AL.
Docket No: 727-01-PA-T
Express Mail No: EV212804941 US
Reg No: 39,535

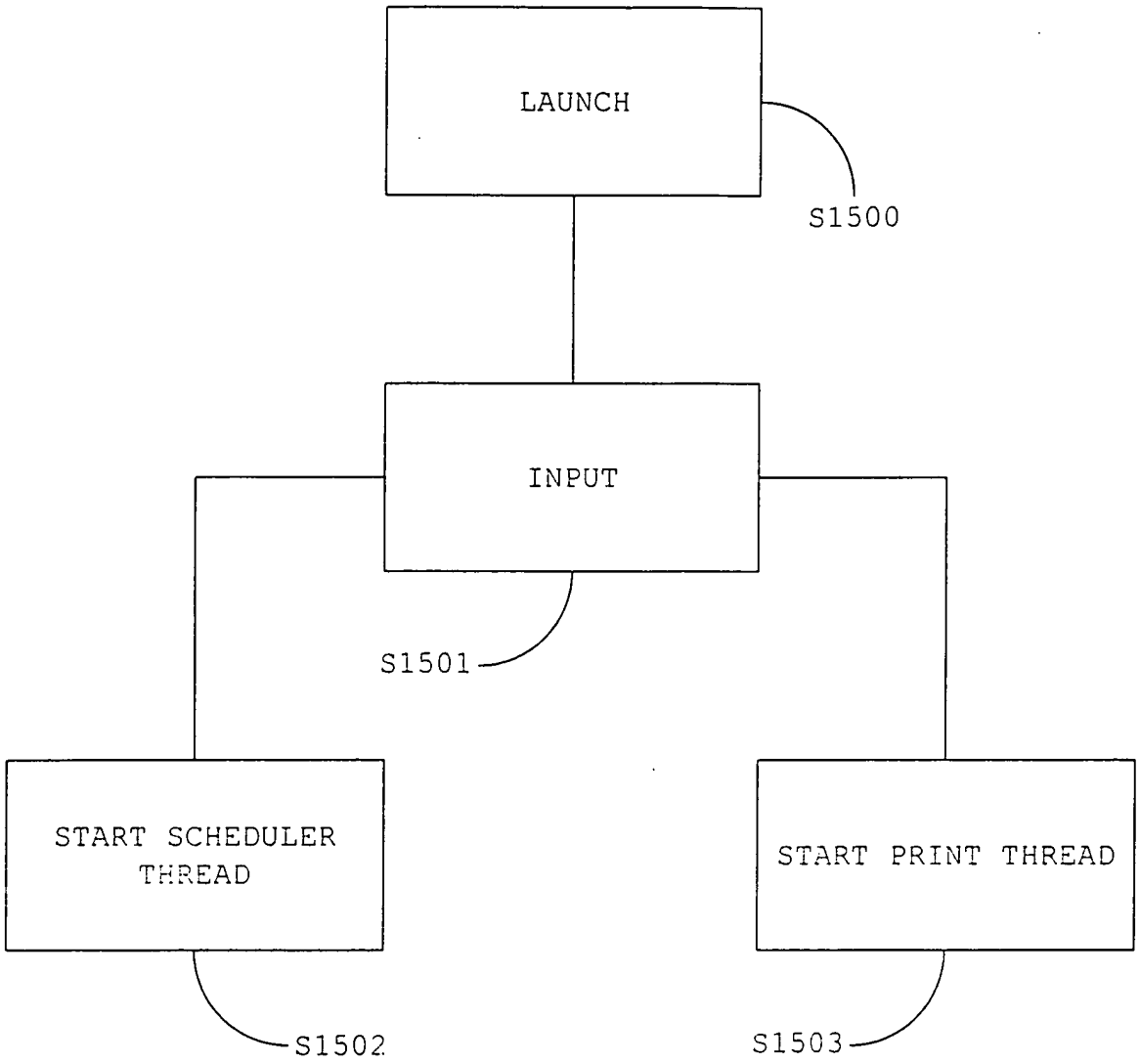


FIGURE 15C

Inventors: RAMA IYER ET AL.
Docket No: 727-01-PA-T
Express Mail No: EV212804941 US
Reg No: 39,535

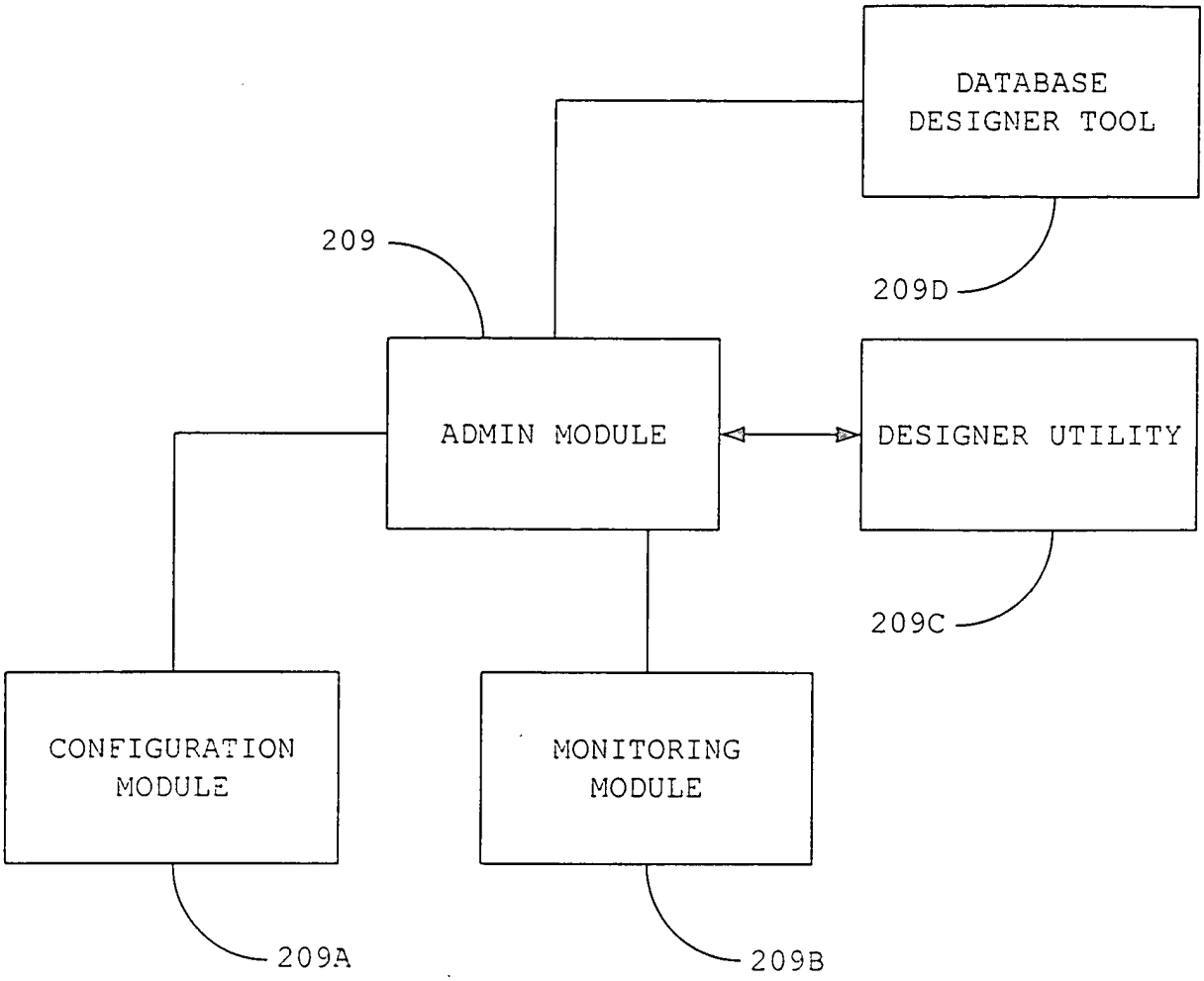


FIGURE 16

Inventors: RAMA IYER ET AL.
Docket No: 727-01-PA-T
Express Mail No: EV212804941 US
Reg No: 39,535

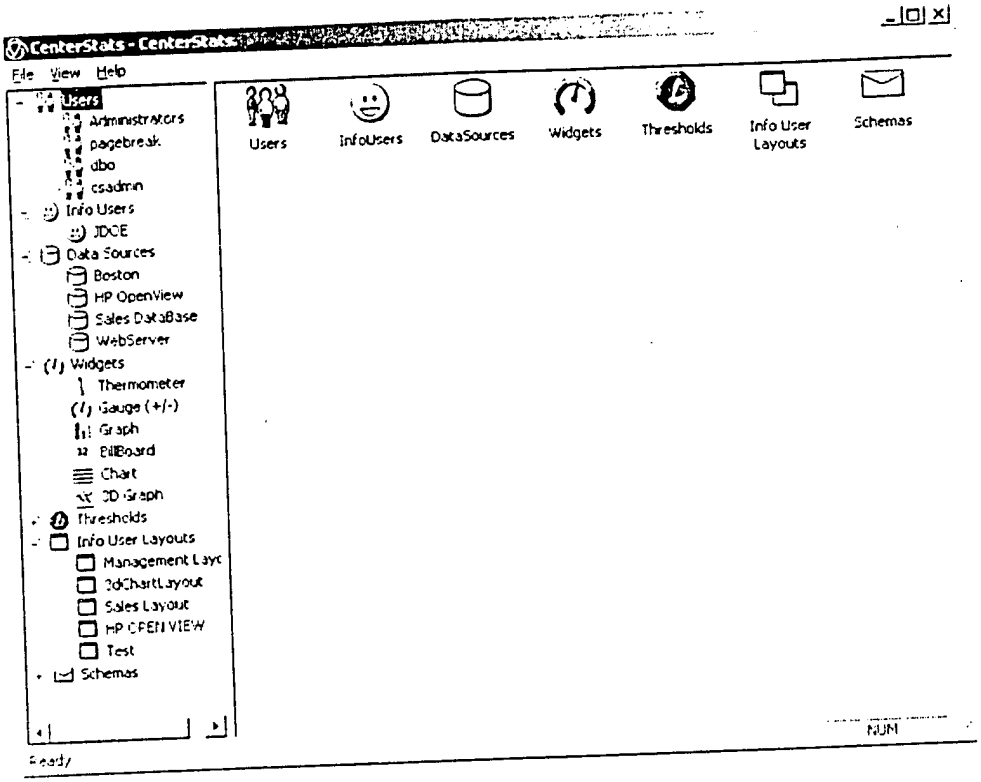


FIGURE 16A

Inventors: RAMA IYER ET AL.
Docket No: 727-01-PA-T
Express Mail No: EV212804941 US
Reg No: 39,535

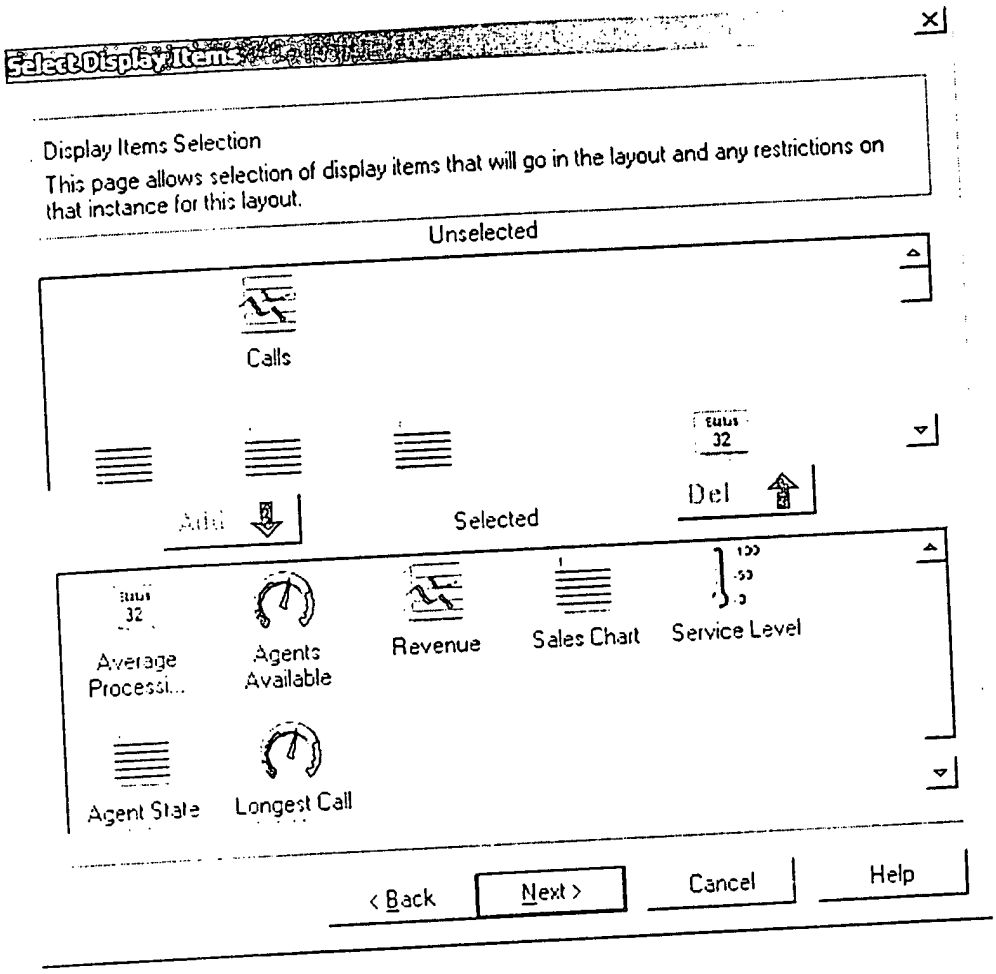


FIGURE 16B

Inventors: RAMA IYER ET AL.
Docket No: 727-01-PA-T
Express Mail No: EV212804941 US
Reg No: 39,535

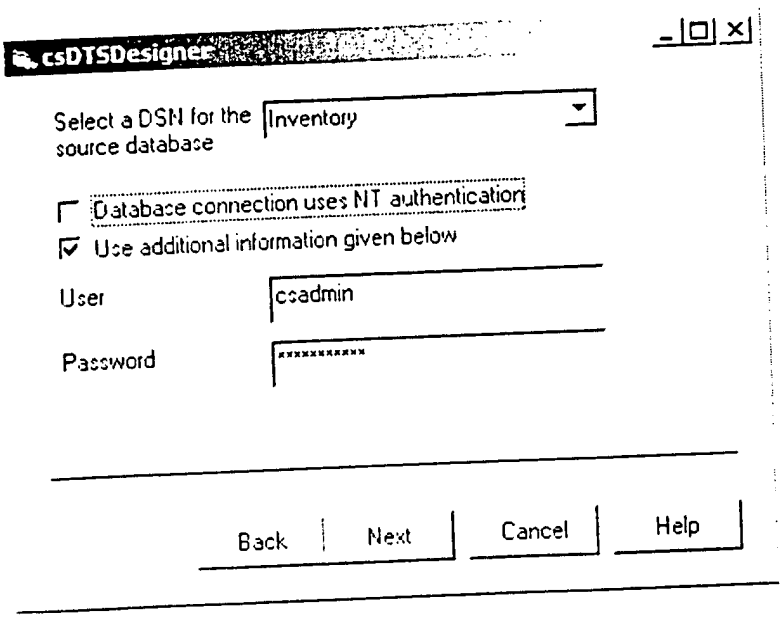


FIGURE 16C

Inventors: RAMA IYER ET AL.
Docket No: 727-01-PA-T
Express Mail No: EV212804941 US
Reg No: 39,535

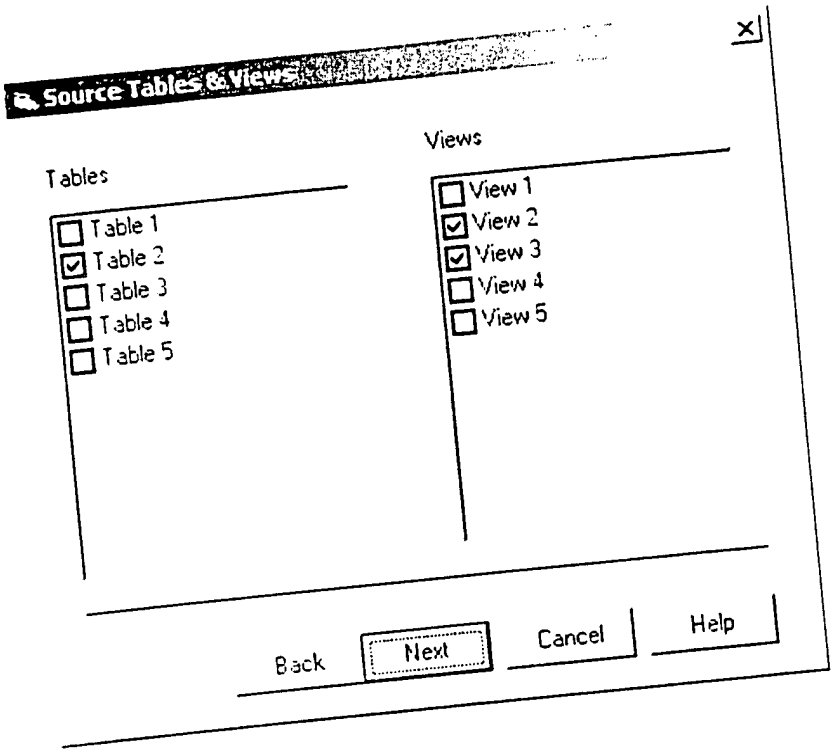


FIGURE 16D

Inventors: RAMA IYER ET AL.
Docket No: 727-01-PA-T
Express Mail No: EV212804941 US
Reg No: 39,535

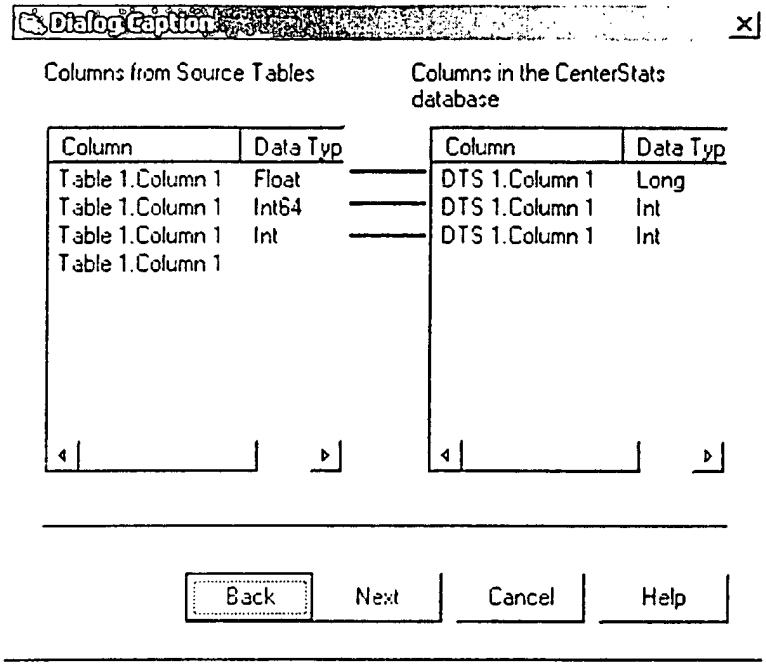


FIGURE 16E

Inventors: RAMA IYER ET AL.
Docket No: 727-01-PA-T
Express Mail No: EV212804941 US
Reg No: 39,535

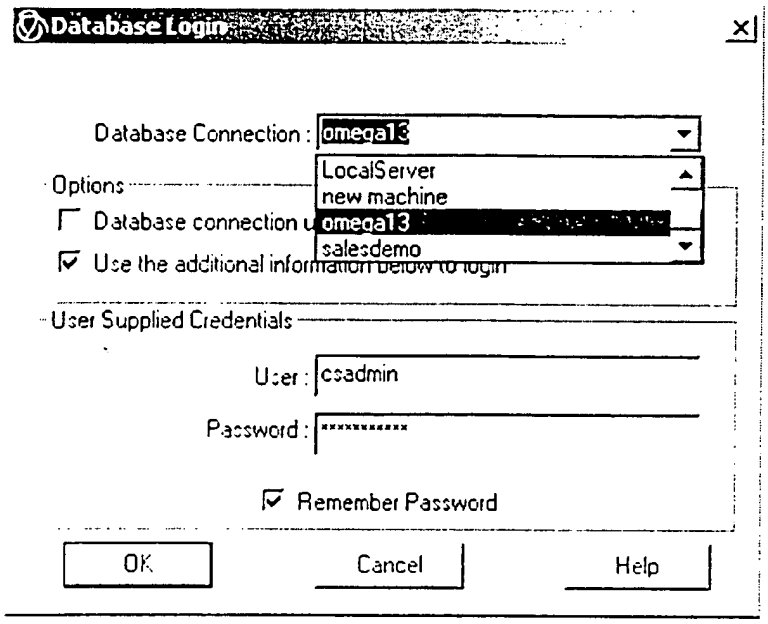


FIGURE 17A

Inventors: RAMA IYER ET AL.
Docket No: 727-01-PA-T
Express Mail No: EV212804941 US
Reg No: 39,535

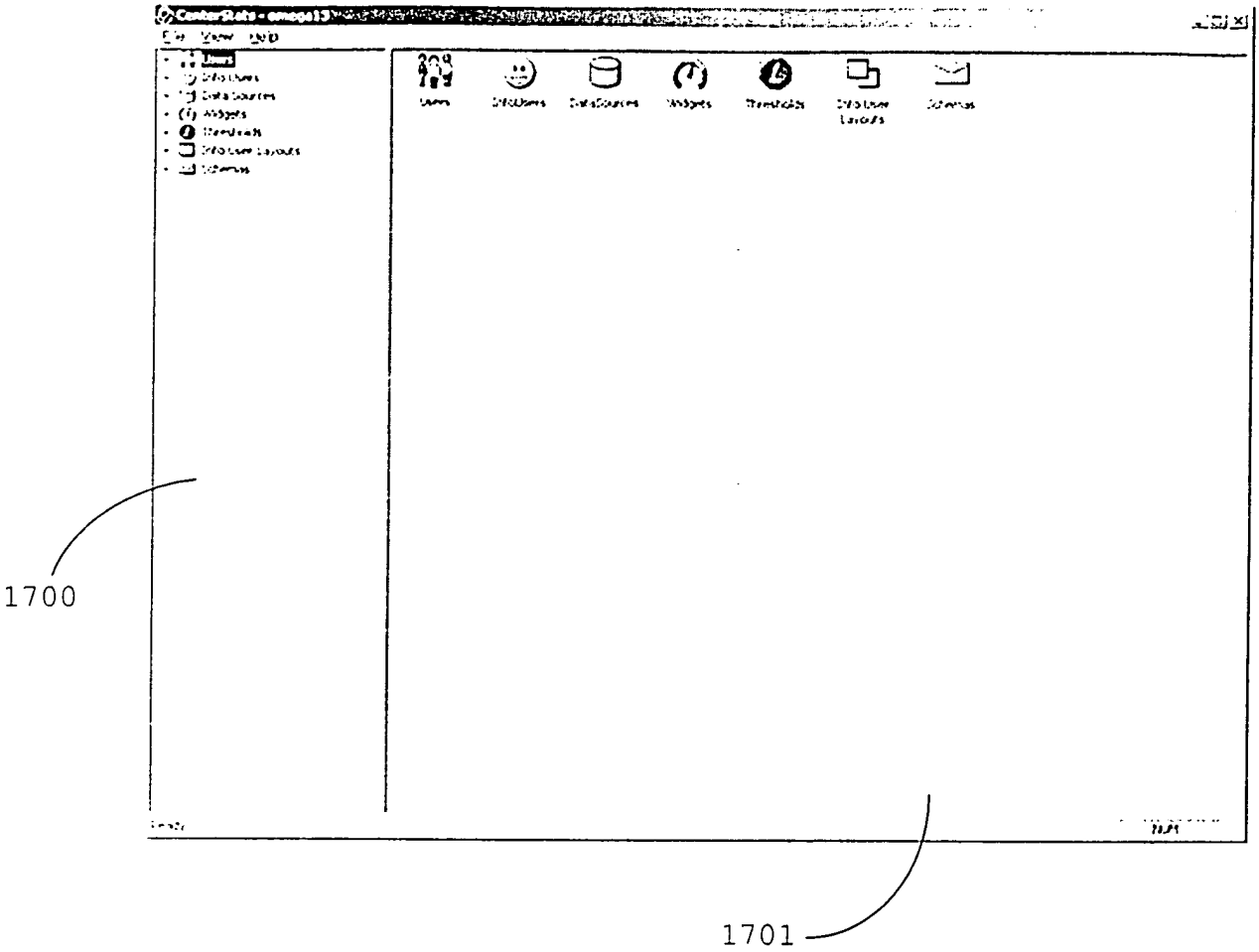


FIGURE 17B

Inventors: RAMA IYER ET AL.
Docket No: 727-01-PA-T
Express Mail No: EV212804941 US
Reg No: 39,535

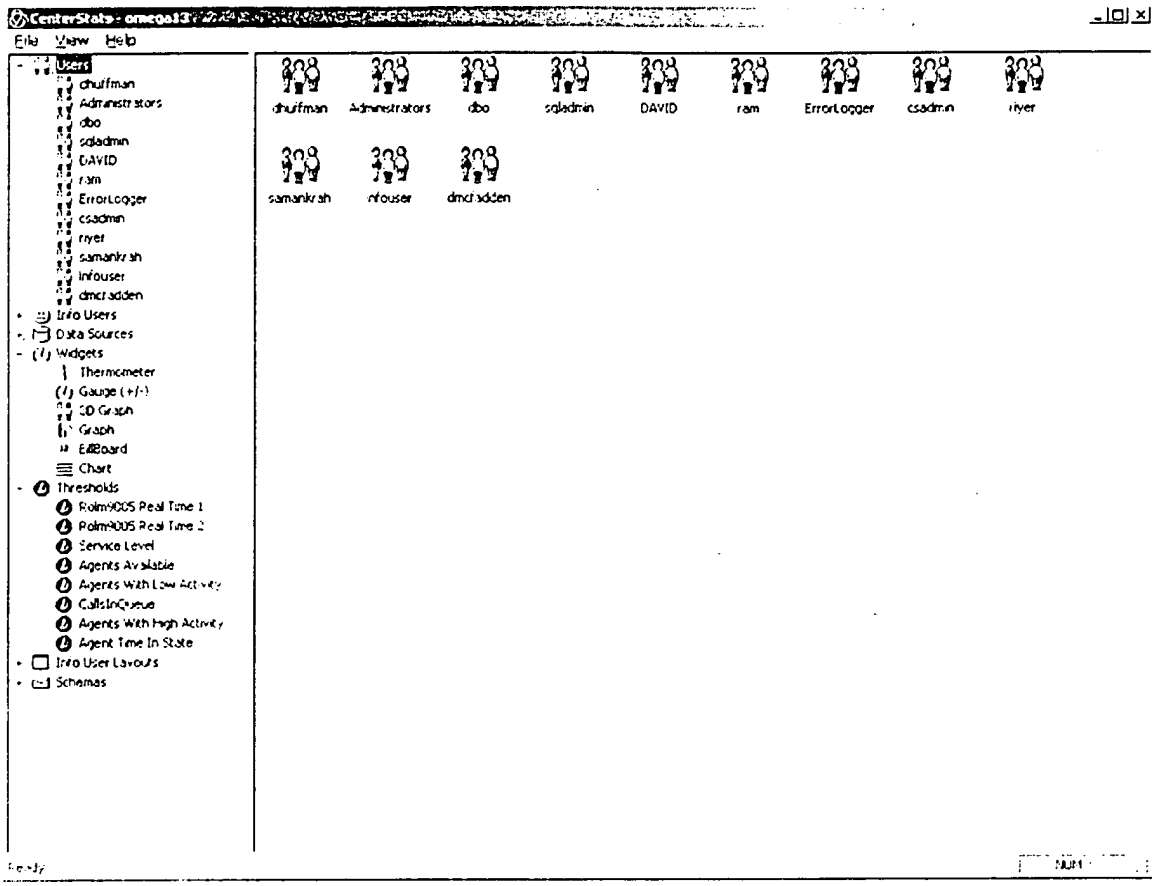


FIGURE 17C

Inventors: RAMA IYER ET AL.
Docket No: 727-01-PA-T
Express Mail No: EV212804941 US
Reg No: 39,535

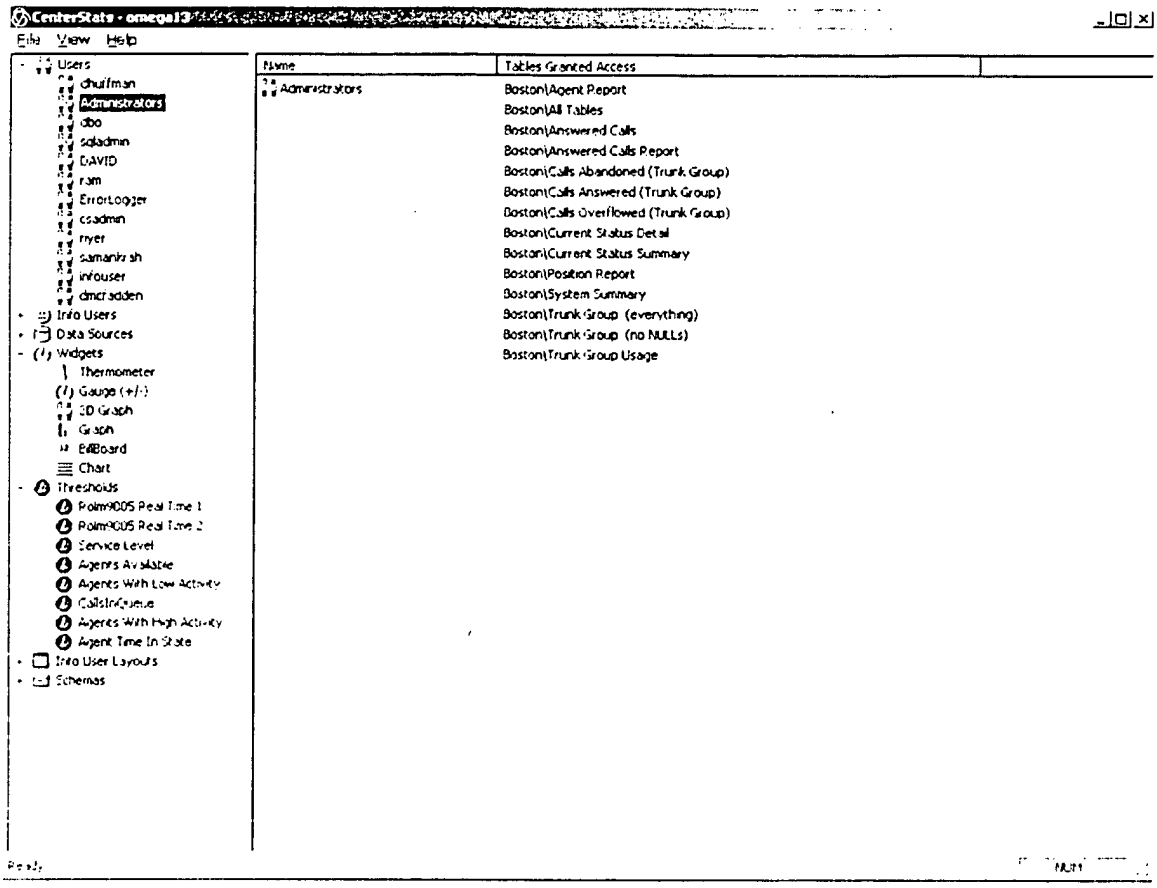


FIGURE 17D

Inventors: RAMA IYER ET AL.
Docket No: 727-01-PA-T
Express Mail No: EV212804941 US
Reg No: 39,535

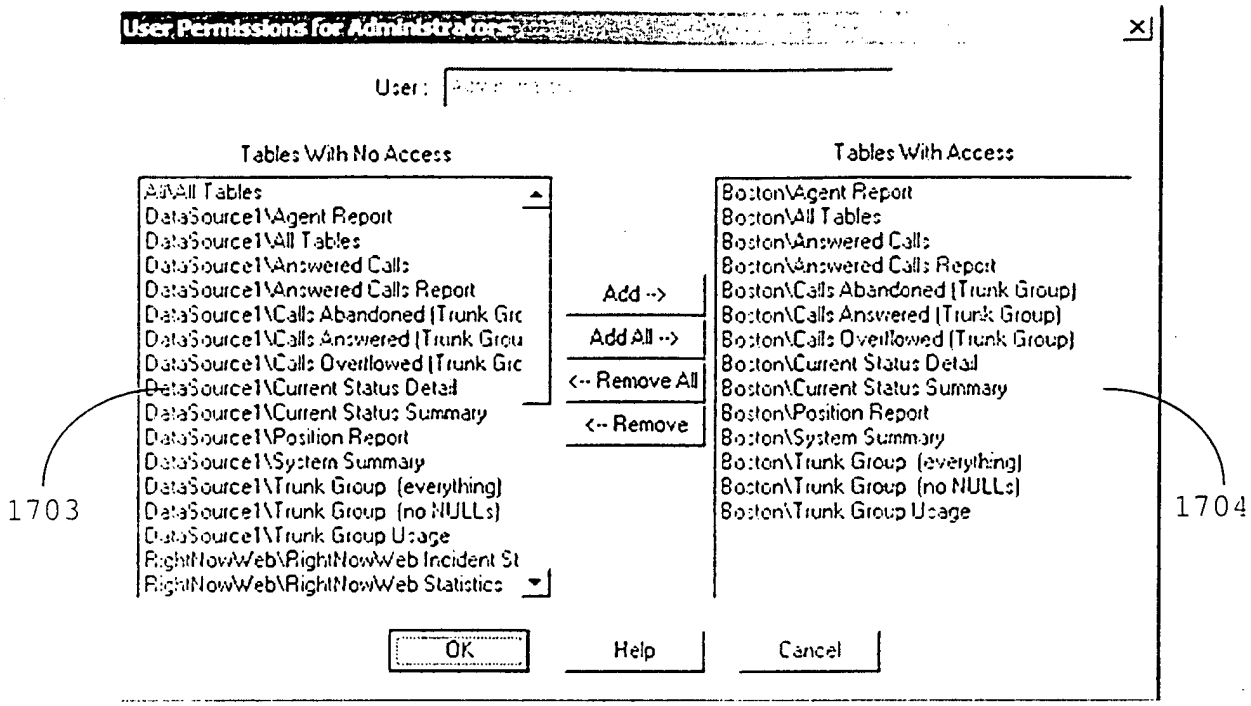


FIGURE 17E

Inventors: RAMA IYER ET AL.
Docket No: 727-01-PA-T
Express Mail No: EV212804941 US
Reg No: 39,535

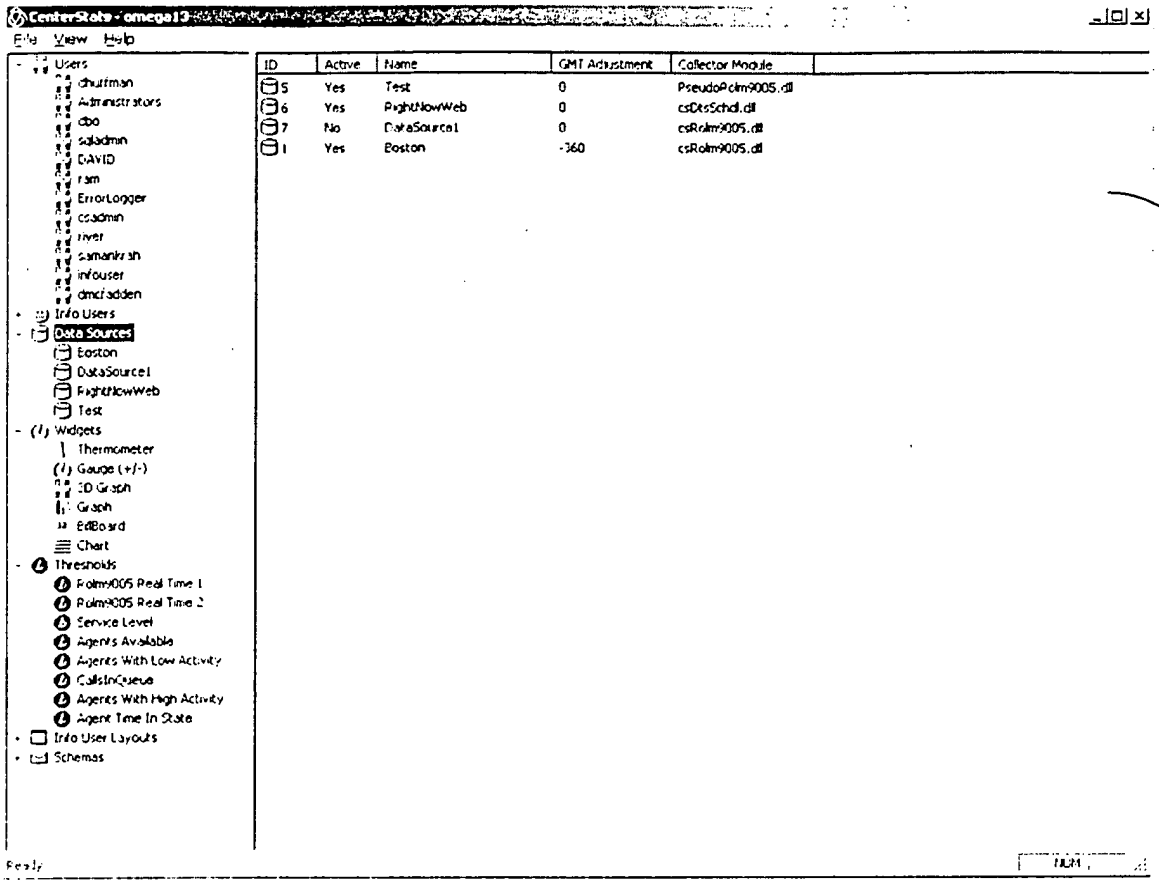


FIGURE 17F

Inventors: RAMA IYER ET AL.
Docket No: 727-01-PA-T
Express Mail No: EV212804941 US
Reg No: 39,535

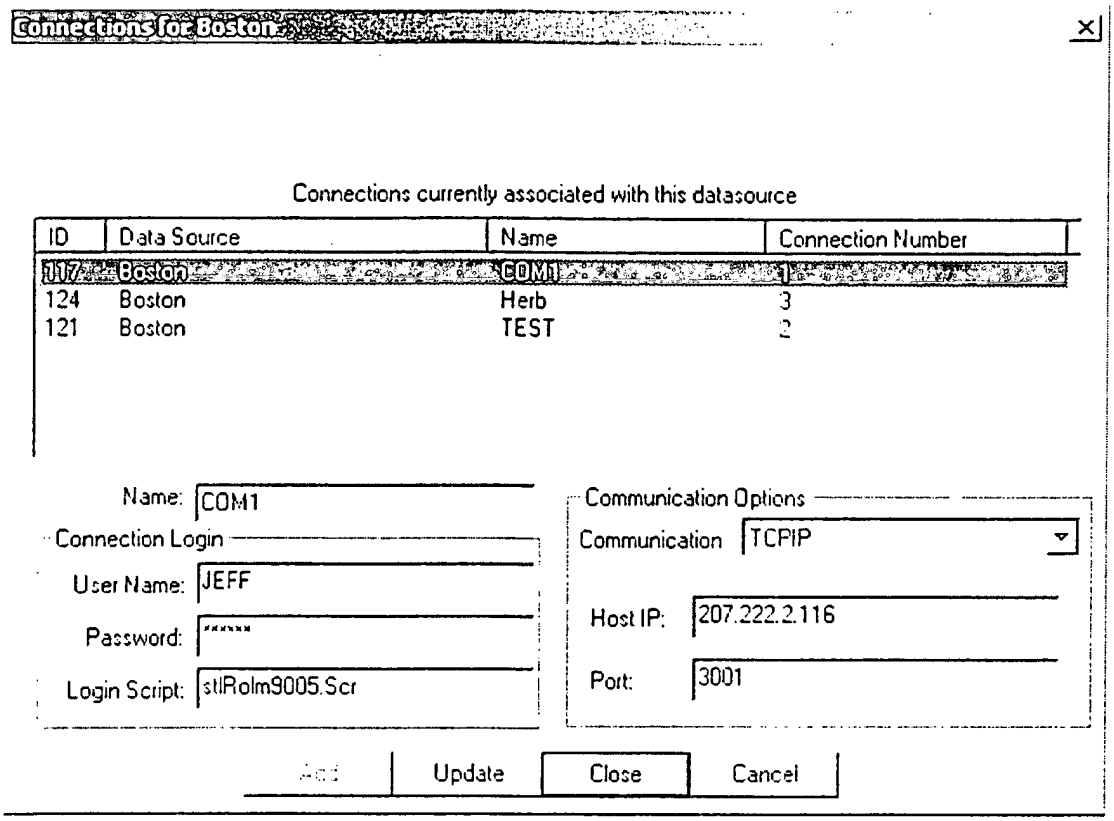


FIGURE 17G

Inventors: RAMA IYER ET AL.
Docket No: 727-01-PA-T
Express Mail No: EV212804941 US
Reg No: 39,535

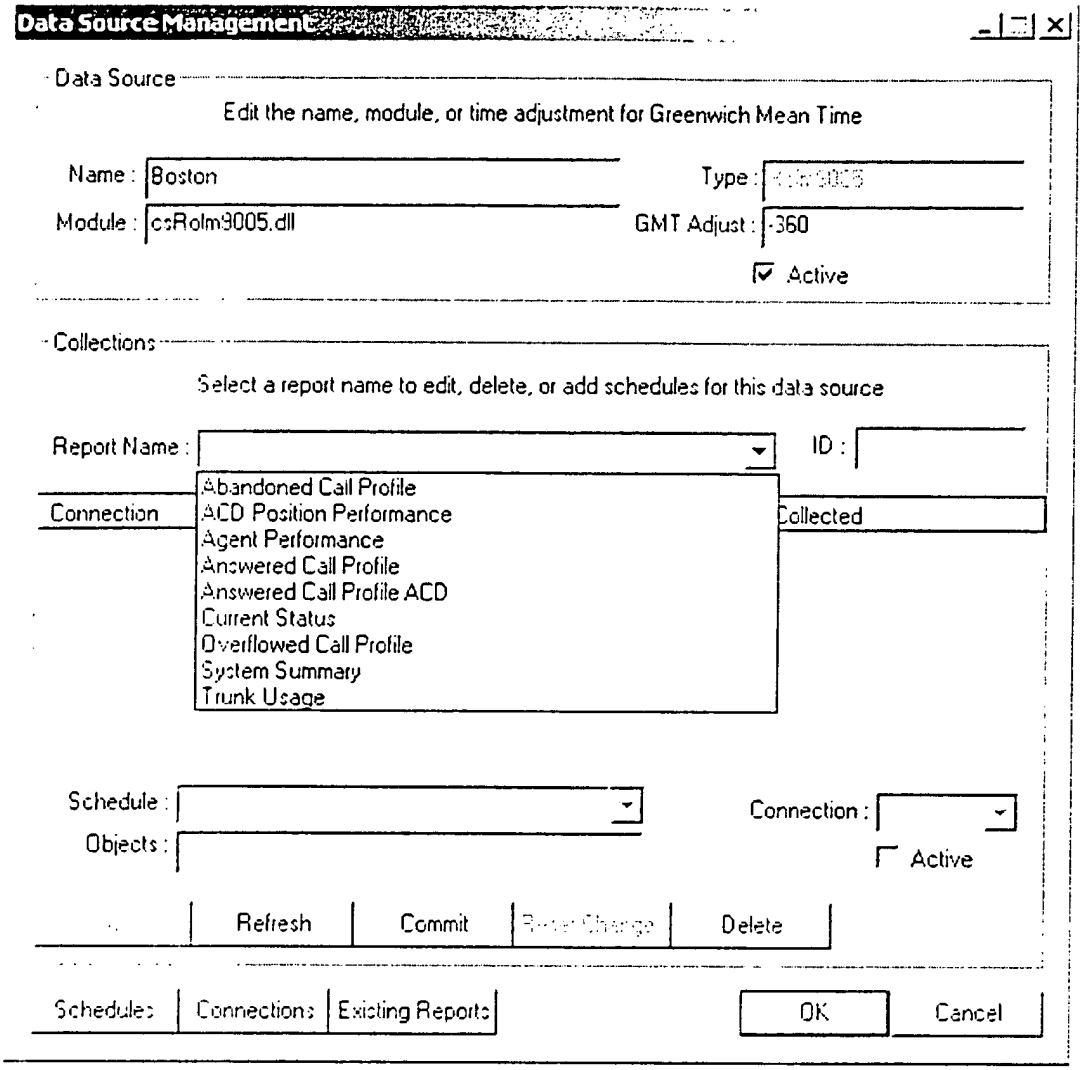


FIGURE 17H

Inventors: RAMA IYER ET AL.
Docket No: 727-01-PA-T
Express Mail No: EV212804941 US
Reg No: 39,535

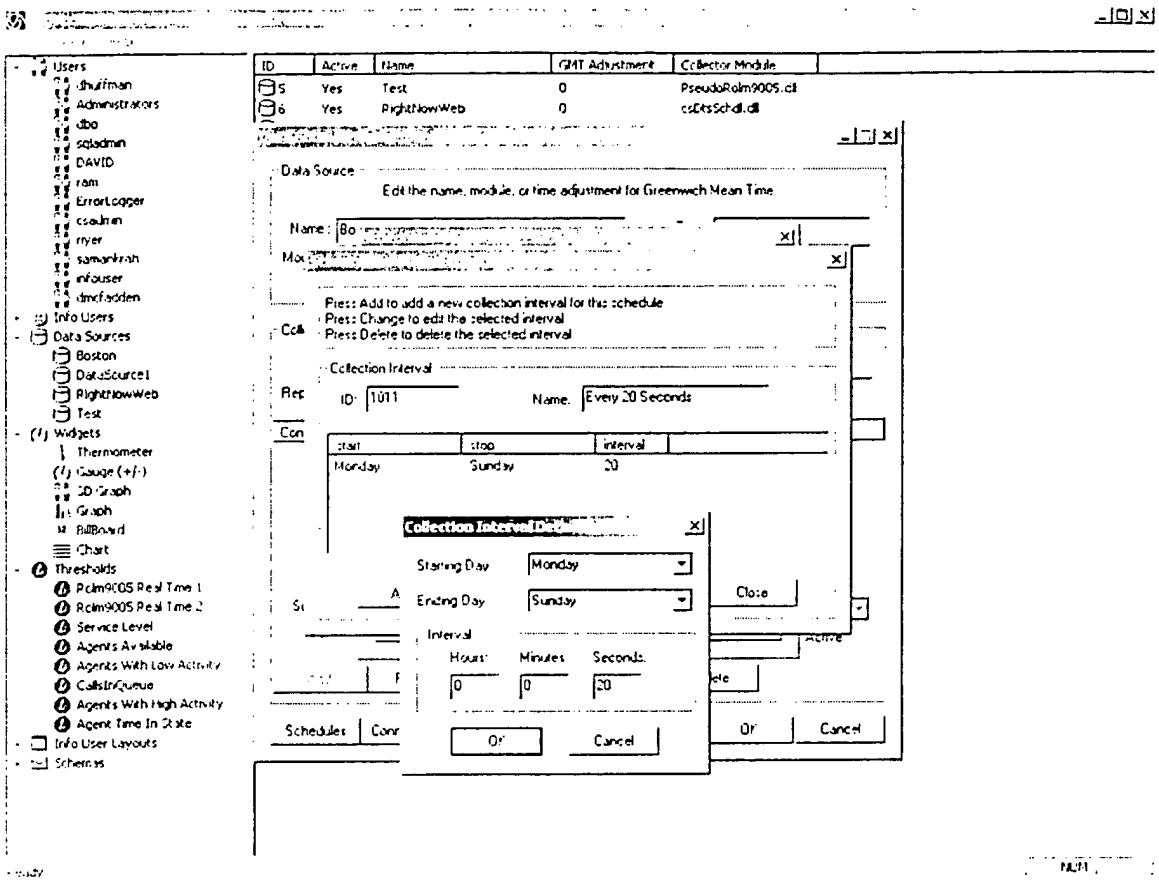


FIGURE 17I

Inventors: RAMA IYER ET AL.
Docket No: 727-01-PA-T
Express Mail No: EV212804941 US
Reg No: 39,535

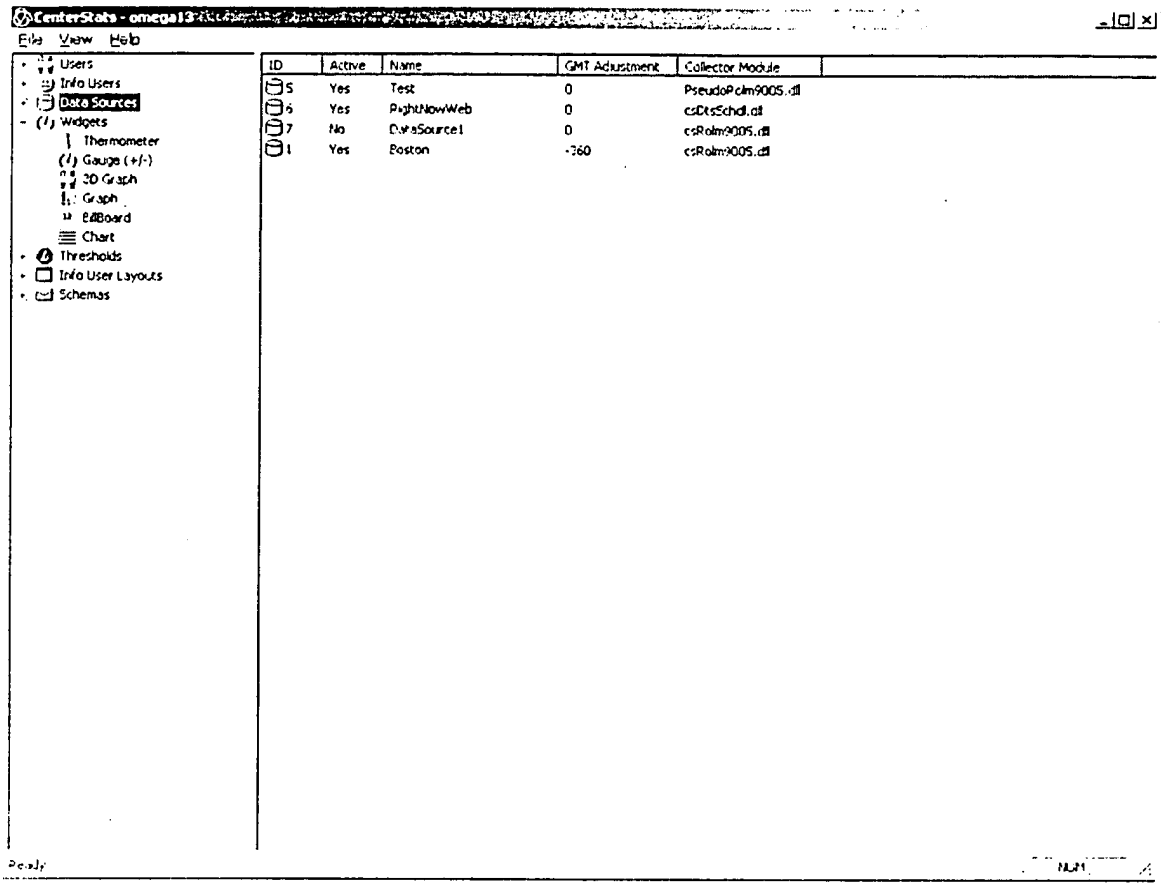


FIGURE 17K

Inventors: RAMA IYER ET AL.
Docket No: 727-01-PA-T
Express Mail No: EV212804941 US
Reg No: 39,535

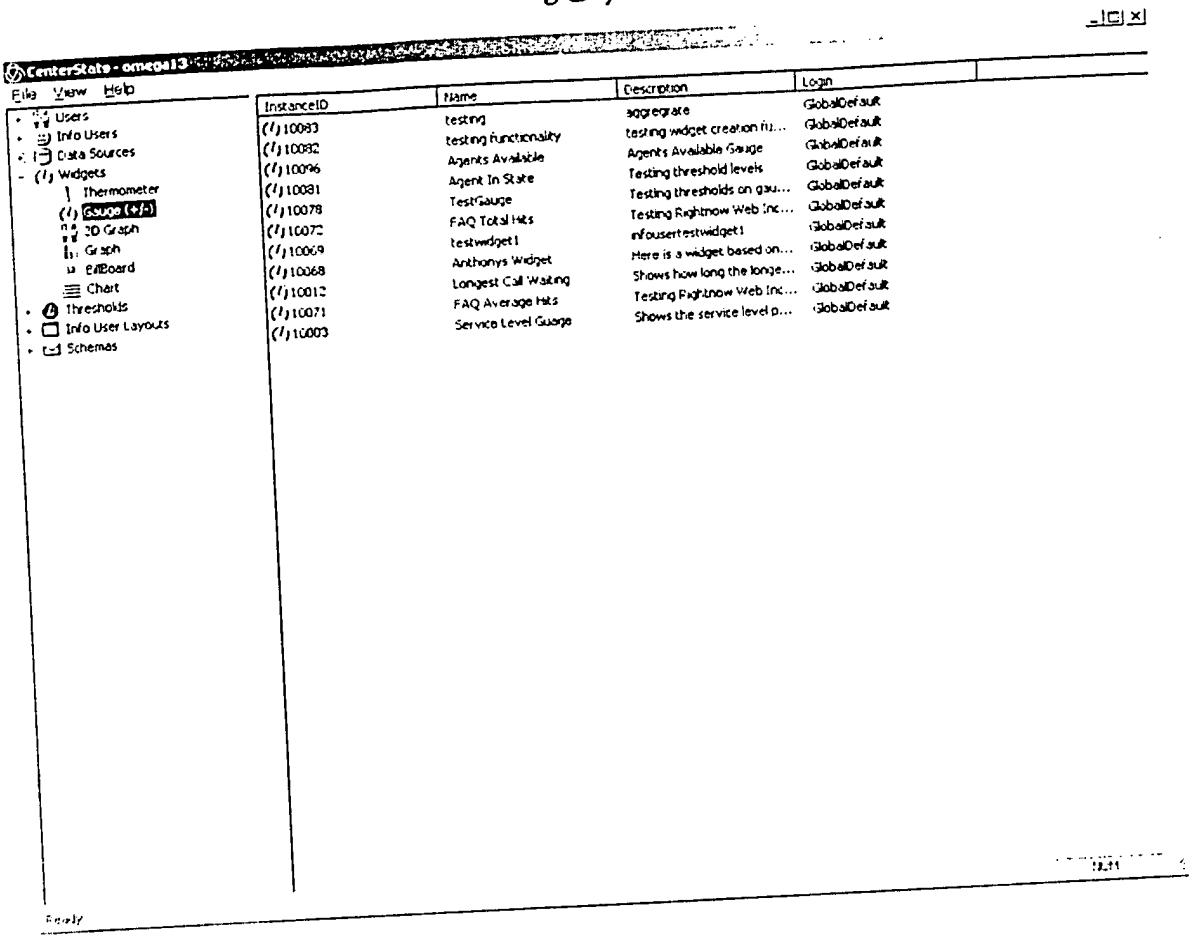


FIGURE 17L

Inventors: RAMA IYER ET AL.
Docket No: 727-01-PA-T
Express Mail No: EV212804941 US
Reg No: 39,535

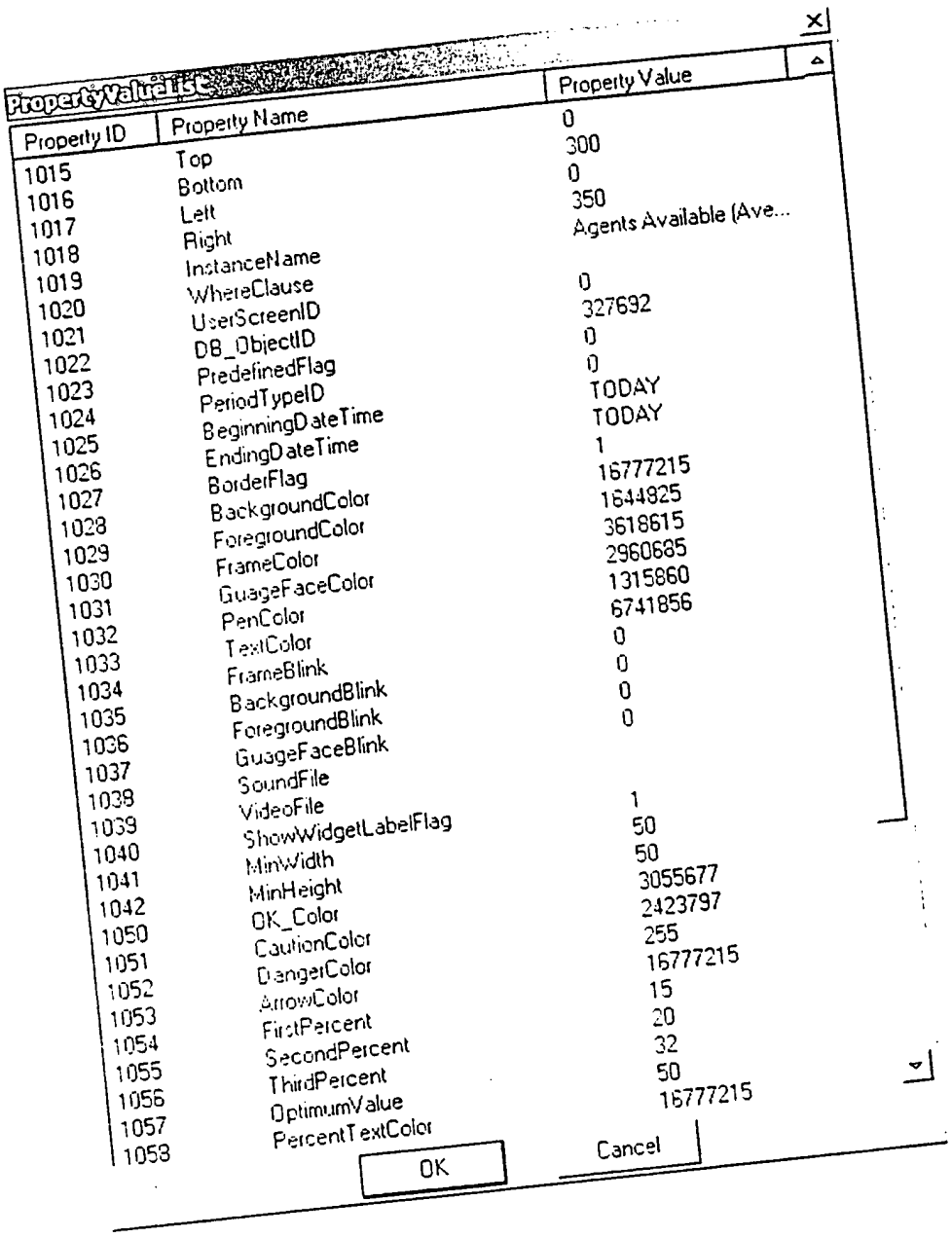


FIGURE 17M

Inventors: RAMA IYER ET AL.
Docket No: 727-01-PA-T
Express Mail No: EV212804941 US
Reg No: 39,535

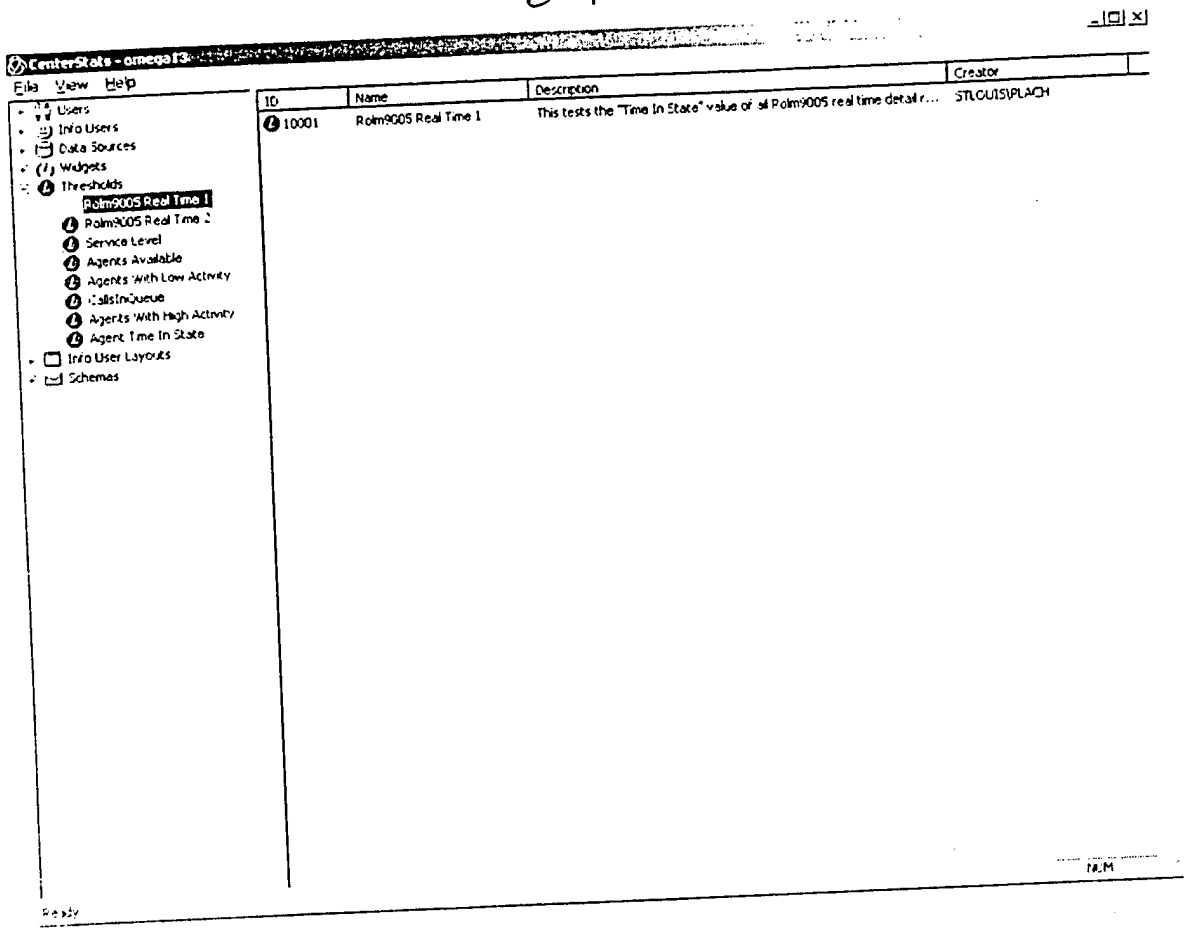


FIGURE 17N

Inventors: RAMA IYER ET AL.
Docket No: 727-01-PA-T
Express Mail No: EV212804941 US
Reg No: 39,535

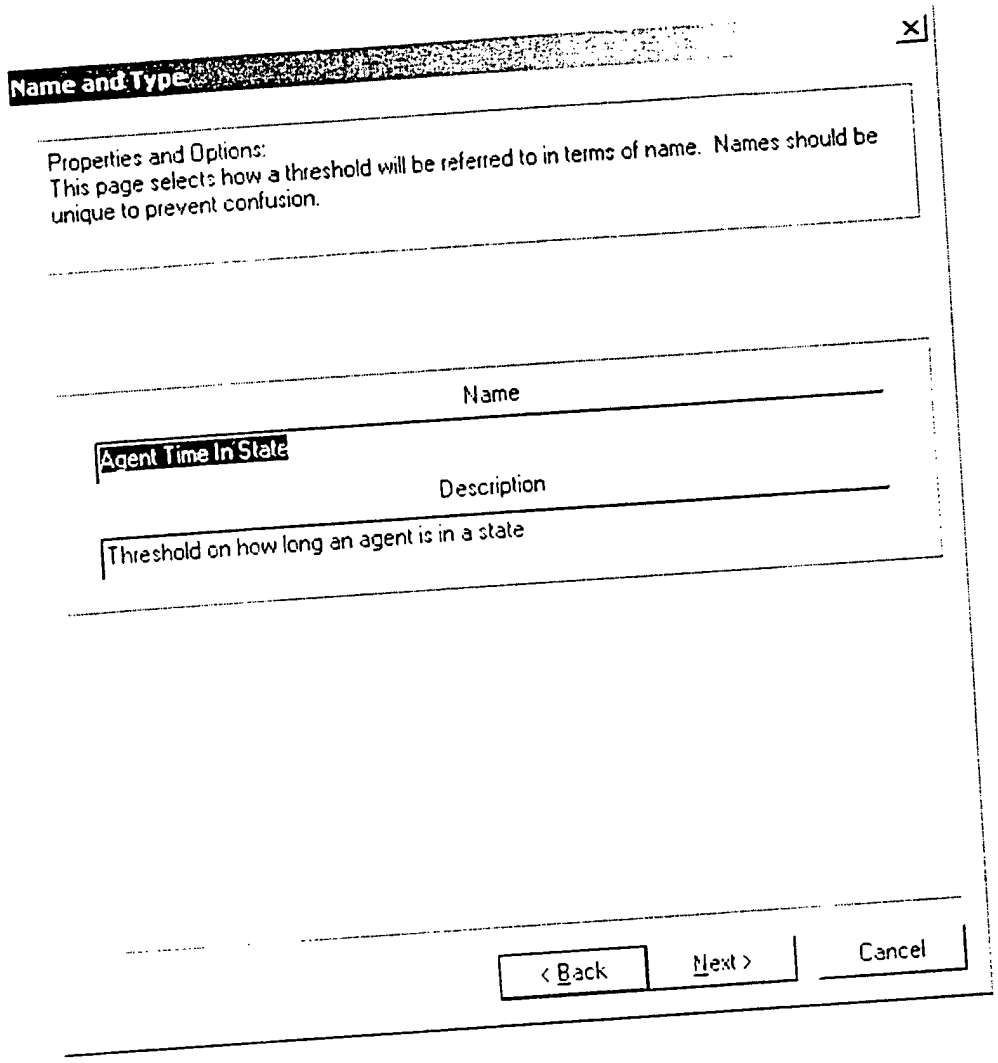


FIGURE 170

Inventors: RAMA IYER ET AL.
Docket No: 727-01-PA-T
Express Mail No: EV212804941 US
Reg No: 39,535

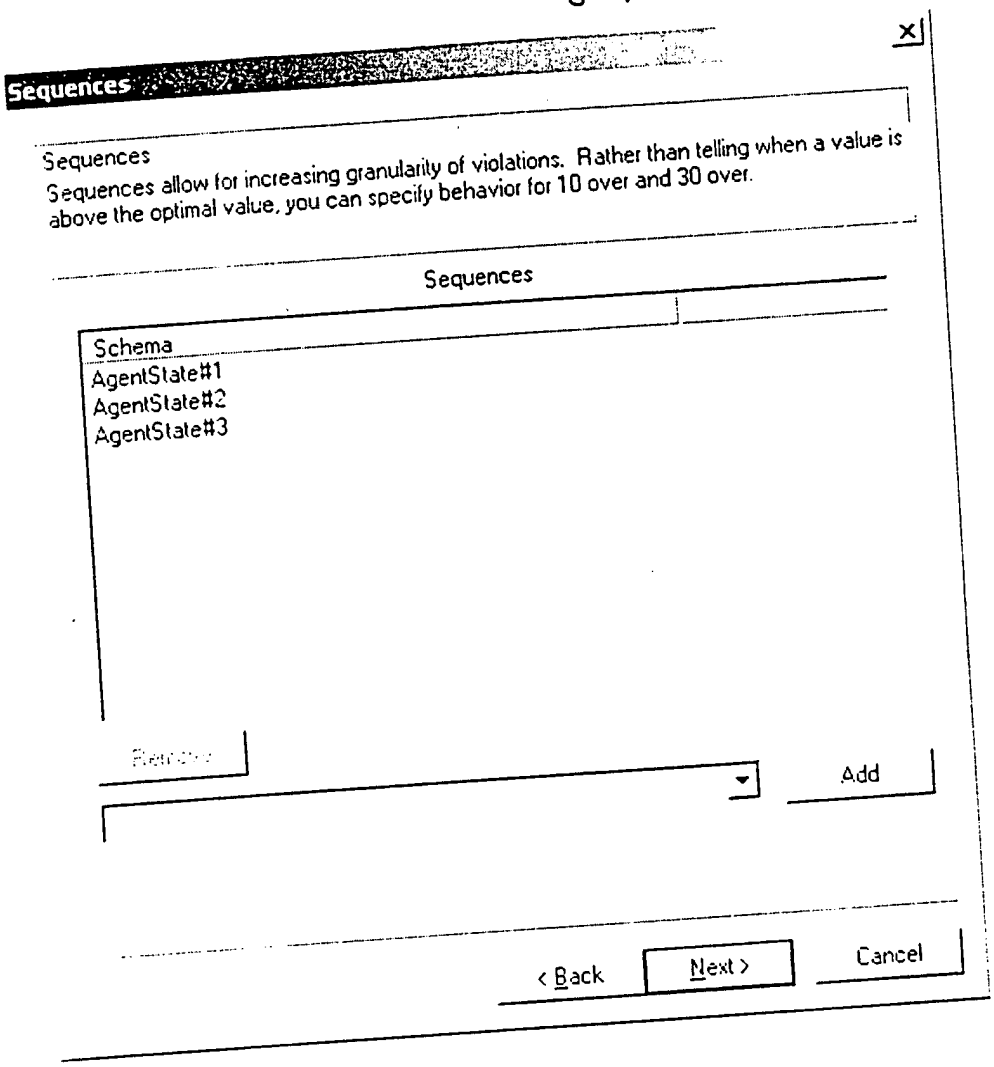


FIGURE 17P

Inventors: RAMA IYER ET AL.
Docket No: 727-01-PA-T
Express Mail No: EV212804941 US
Reg No: 39,535

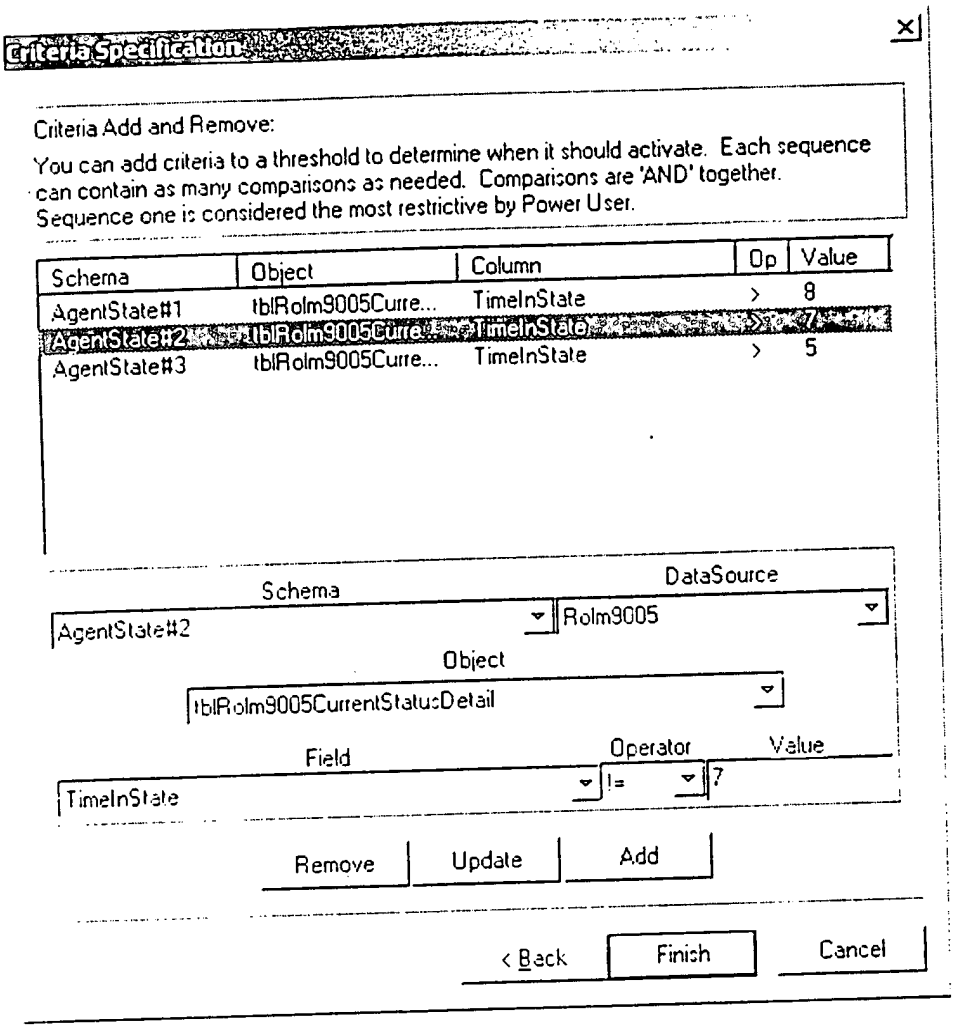
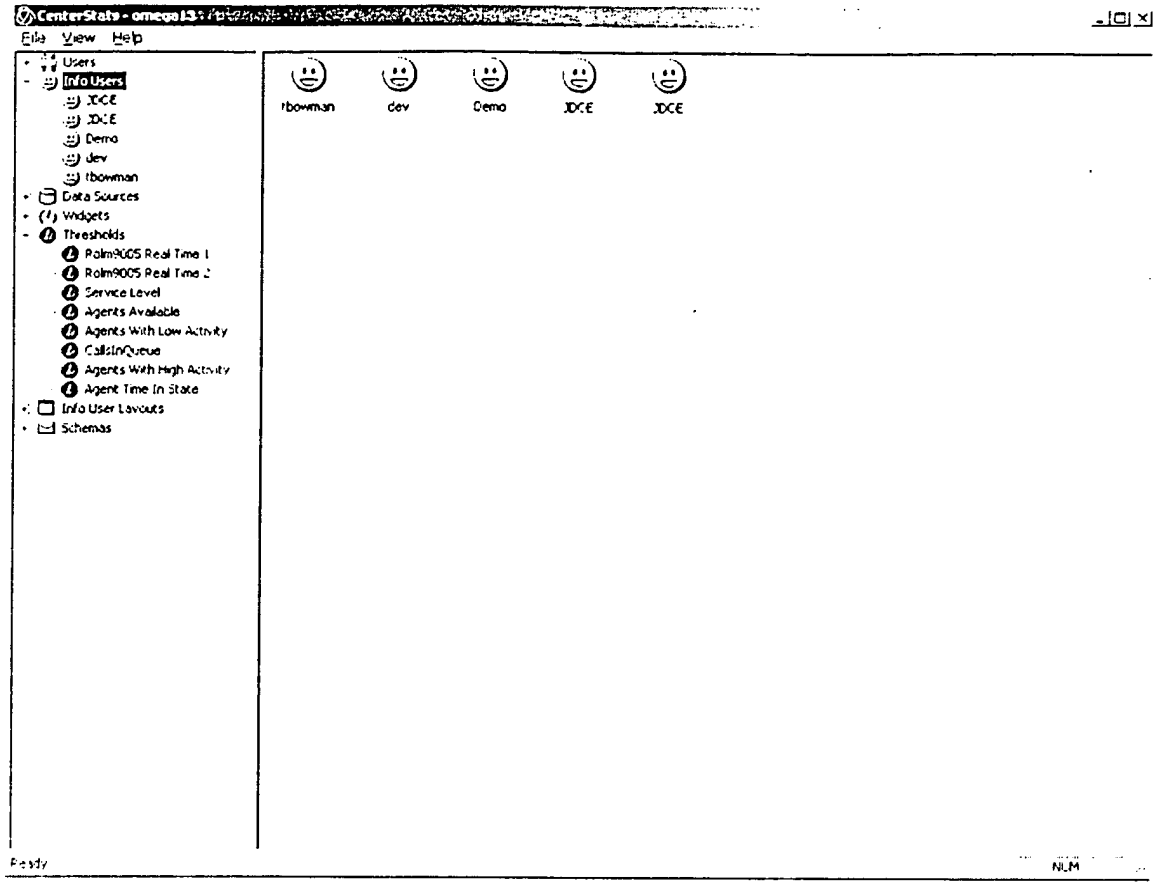


FIGURE 17Q

Inventors: RAMA IYER ET AL.
Docket No: 727-01-PA-T
Express Mail No: EV212804941 US
Reg No: 39,535



Inventors: RAMA IYER ET AL.
Docket No: 727-01-PA-T
Express Mail No: EV212804941 US
Reg No: 39,535

FIGURE 17R

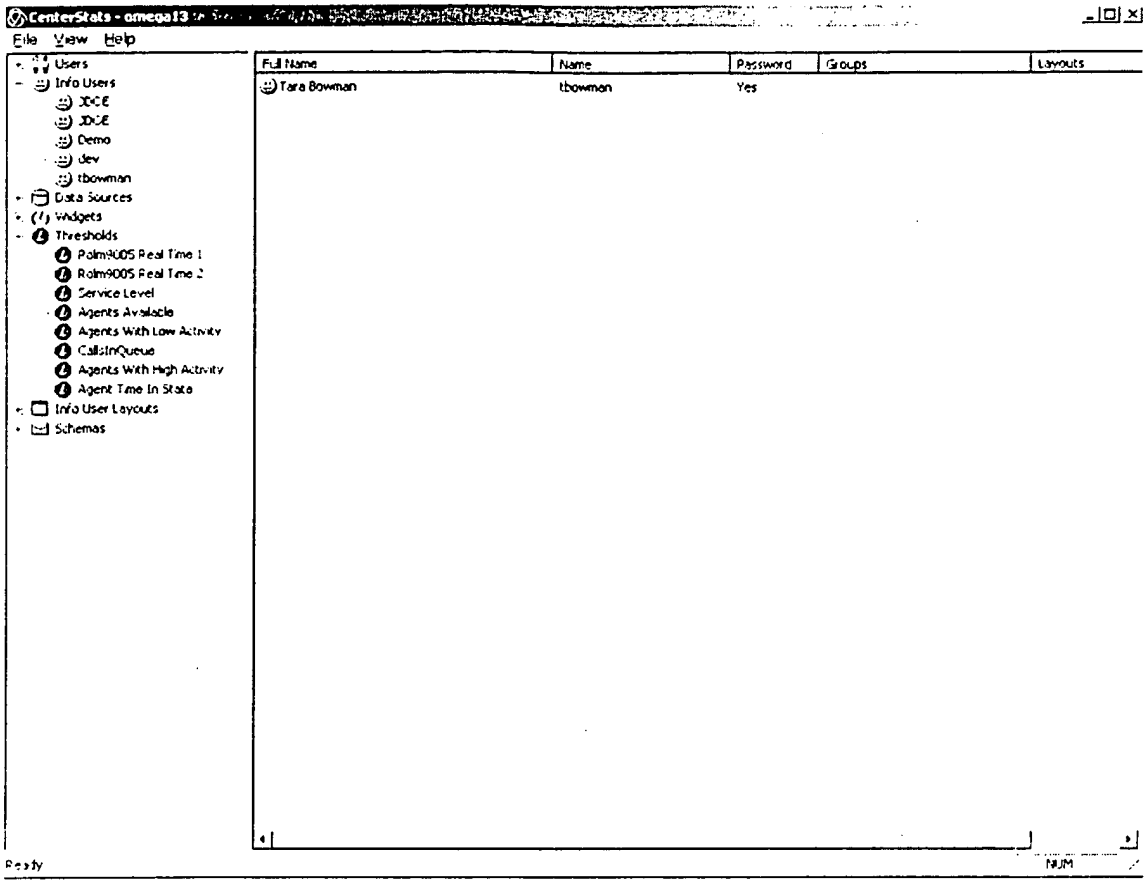


FIGURE 17S

Inventors: RAMA IYER ET AL.
Docket No: 727-01-PA-T
Express Mail No: EV212804941 US
Reg No: 39,535

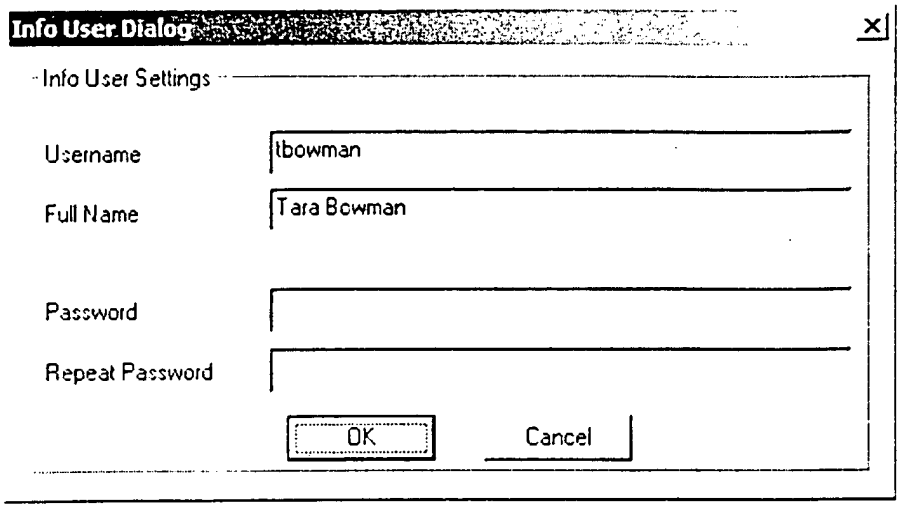


FIGURE 17T

Inventors: RAMA IYER ET AL.
Docket No: 727-01-PA-T
Express Mail No: EV212804941 US
Reg No: 39,535

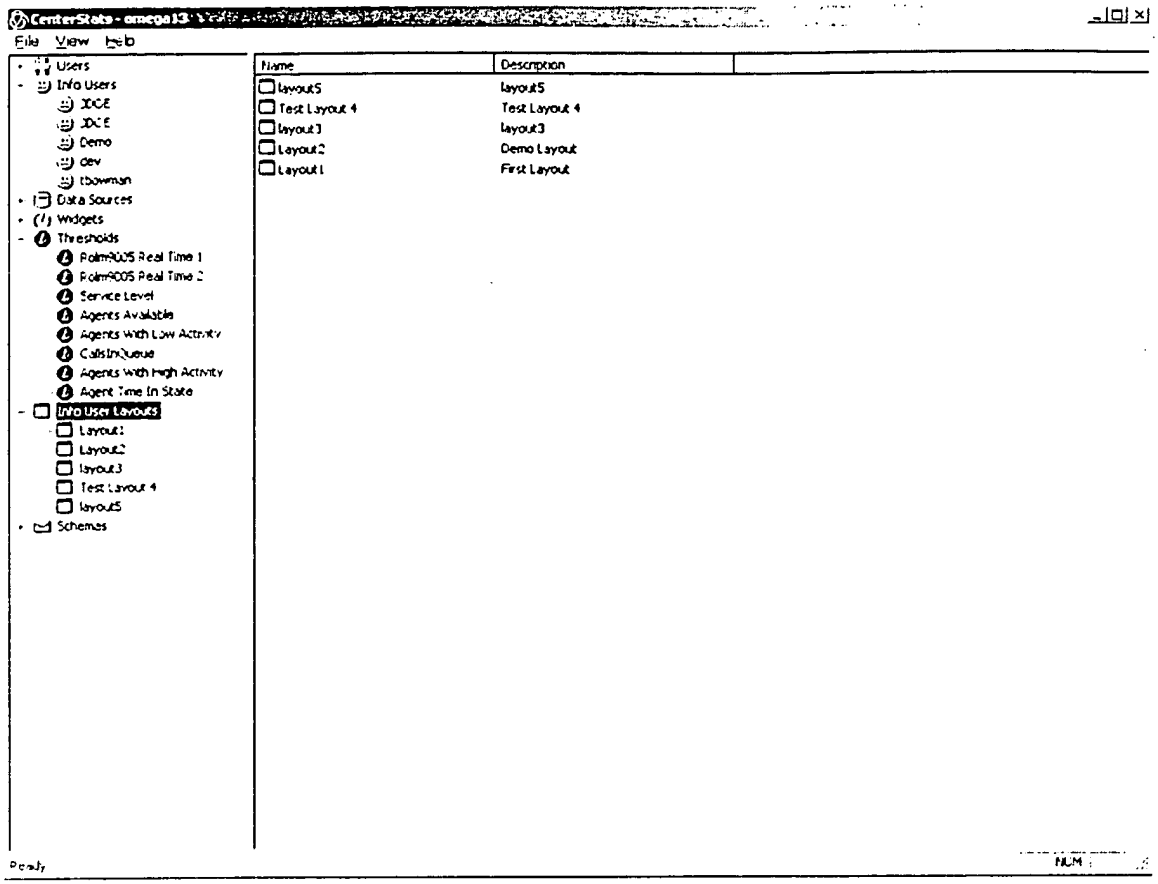


FIGURE 17U

Inventors: RAMA IYER ET AL.
Docket No: 727-01-PA-T
Express Mail No: EV212804941 US
Reg No: 39,535

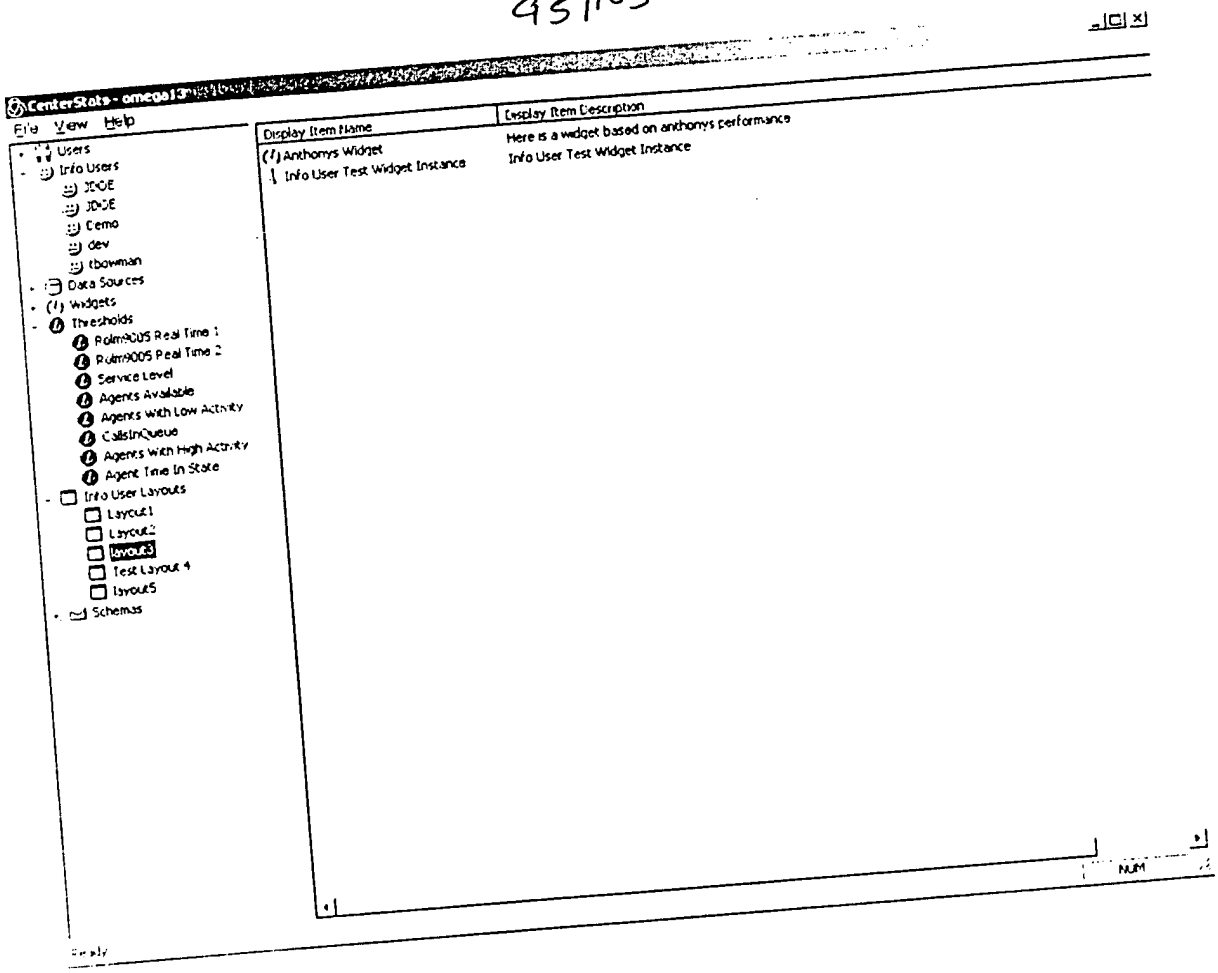


FIGURE 17V

Inventors: RAMA IYER ET AL.
Docket No: 727-01-PA-T
Express Mail No: EV212804941 US
Reg No: 39,535

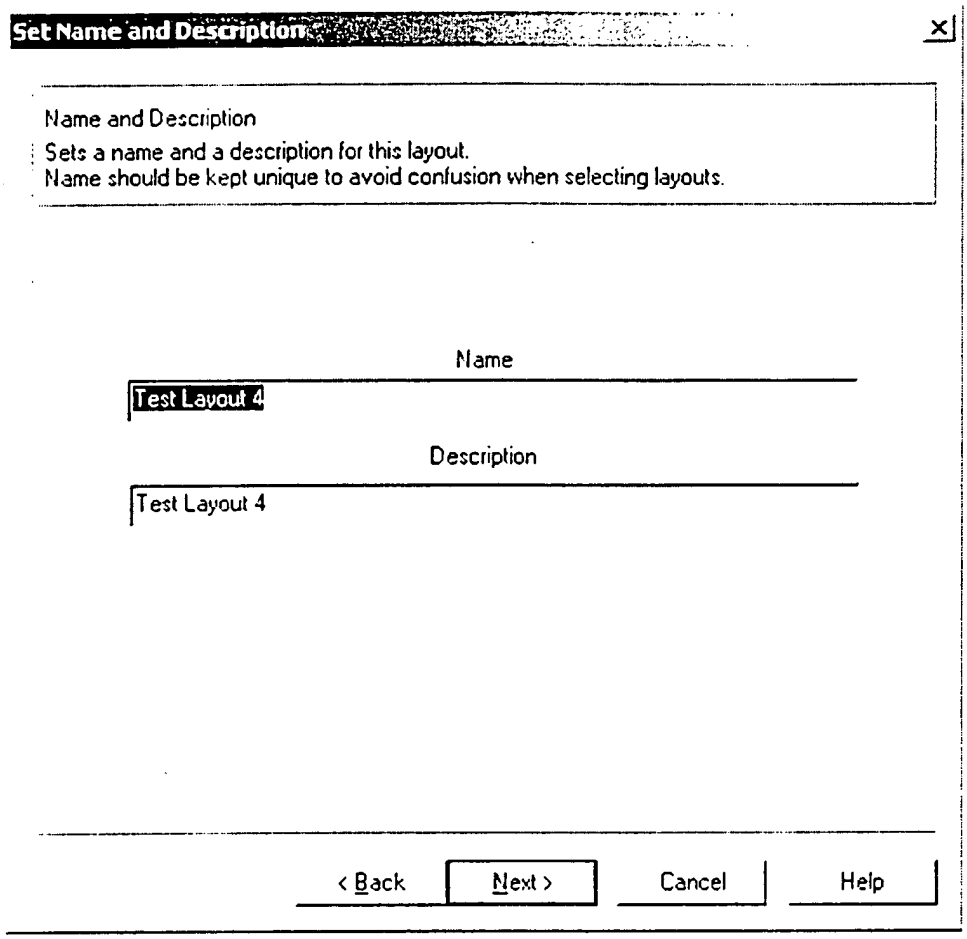


FIGURE 17W

Inventors: RAMA IYER ET AL.
Docket No: 727-01-PA-T
Express Mail No: EV212804941 US
Reg No: 39,535

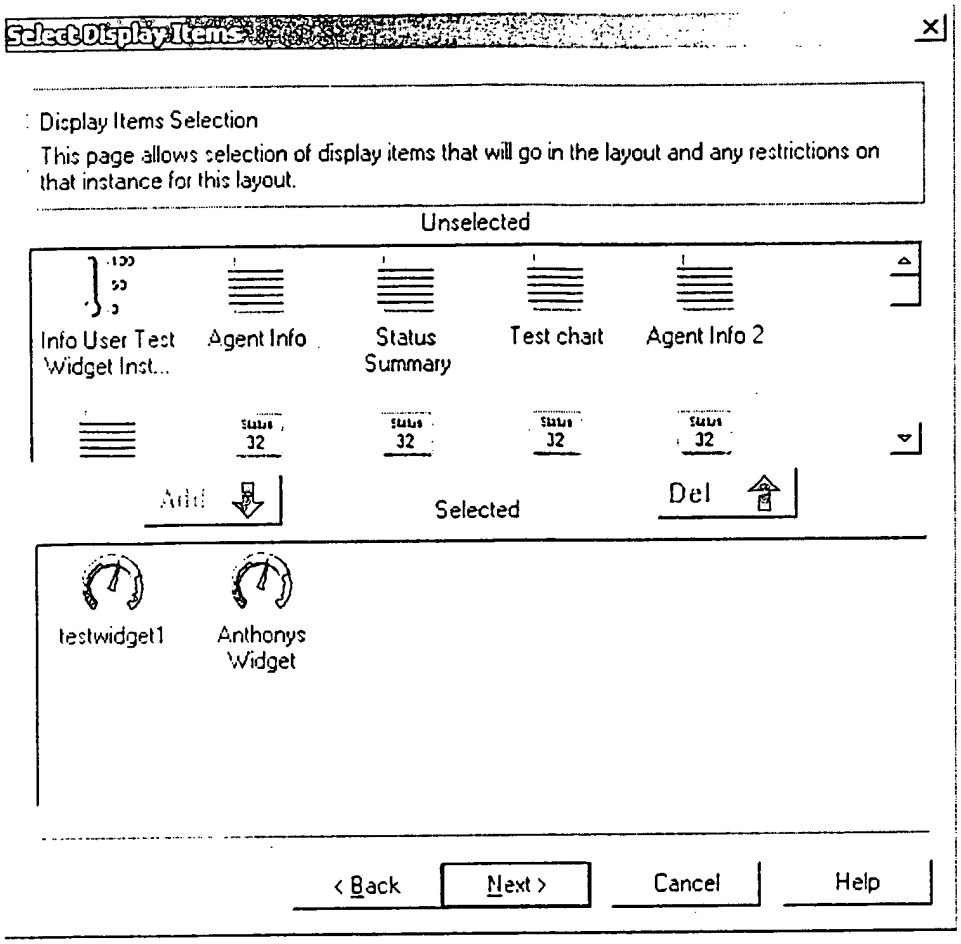


FIGURE 17X

Inventors: RAMA IYER ET AL.
Docket No: 727-01-PA-T
Express Mail No: EV212804941 US
Reg No: 39,535

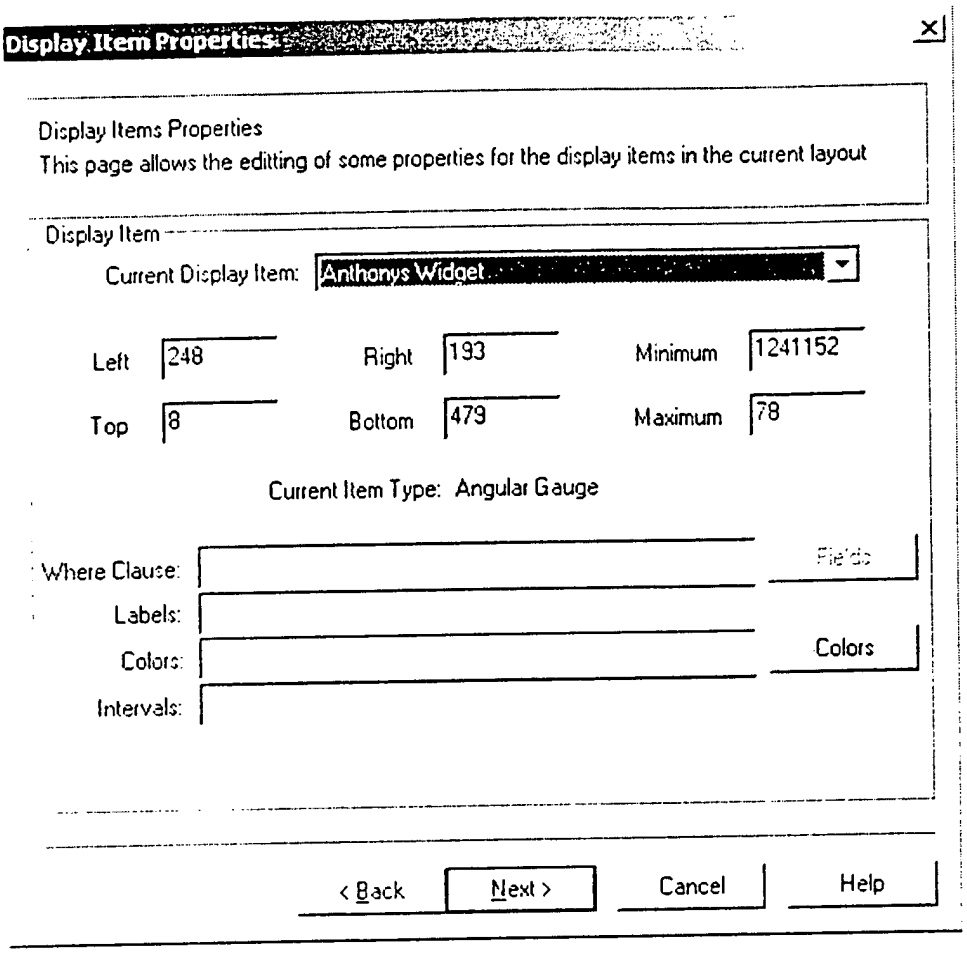


FIGURE 17Y

Inventors: RAMA IYER ET AL.
Docket No: 727-01-PA-T
Express Mail No: EV212804941 US
Reg No: 39,535

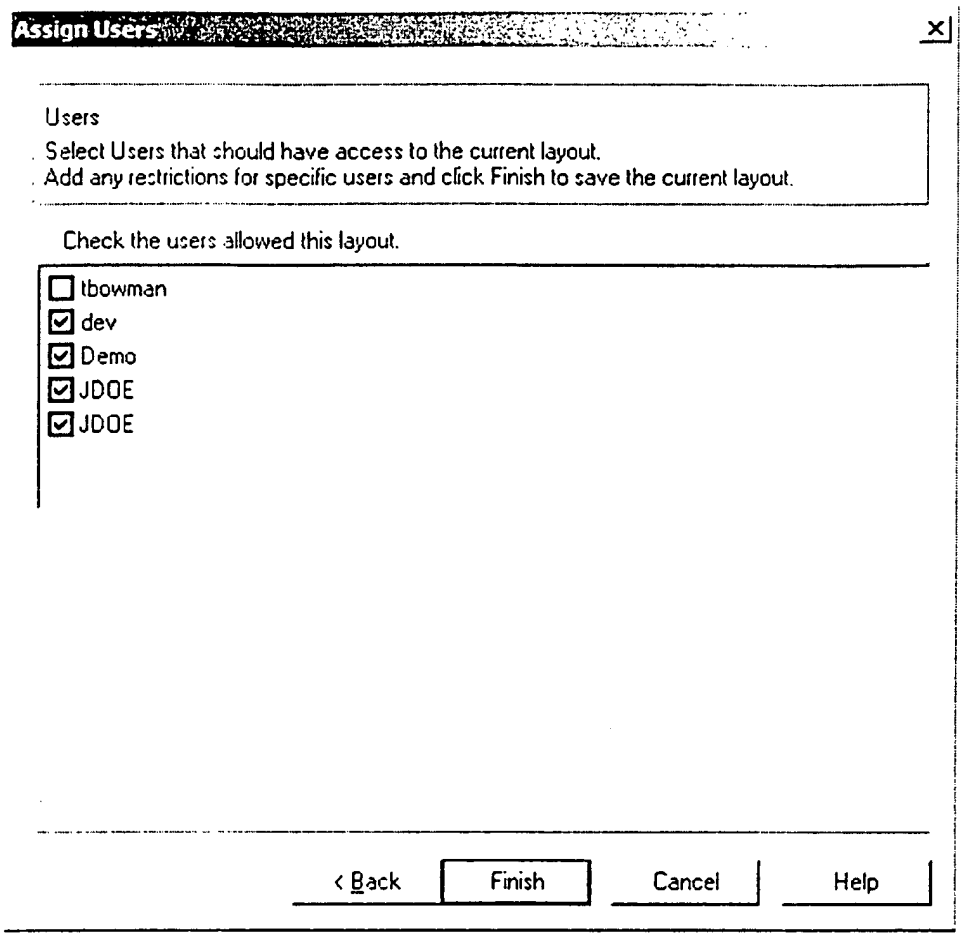


FIGURE 17Z

Inventors: RAMA IYER ET AL.
Docket No: 727-01-PA-T
Express Mail No: EV212804941 US
Reg No: 39,535

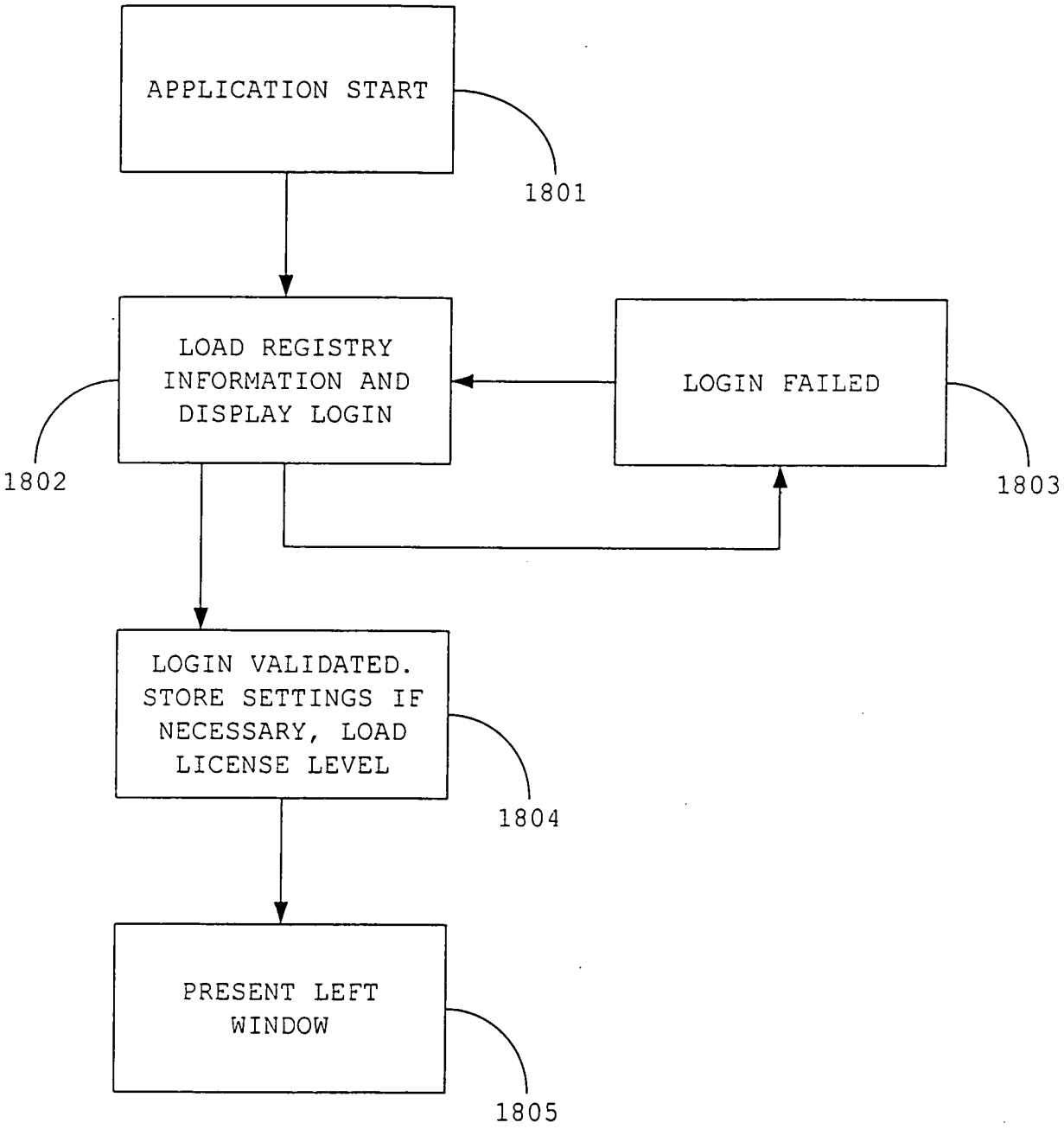


FIGURE 18A

Inventors: RAMA IYER ET AL.
Docket No: 727-01-PA-T
Express Mail No: EV212804941 US
Reg No: 39,535

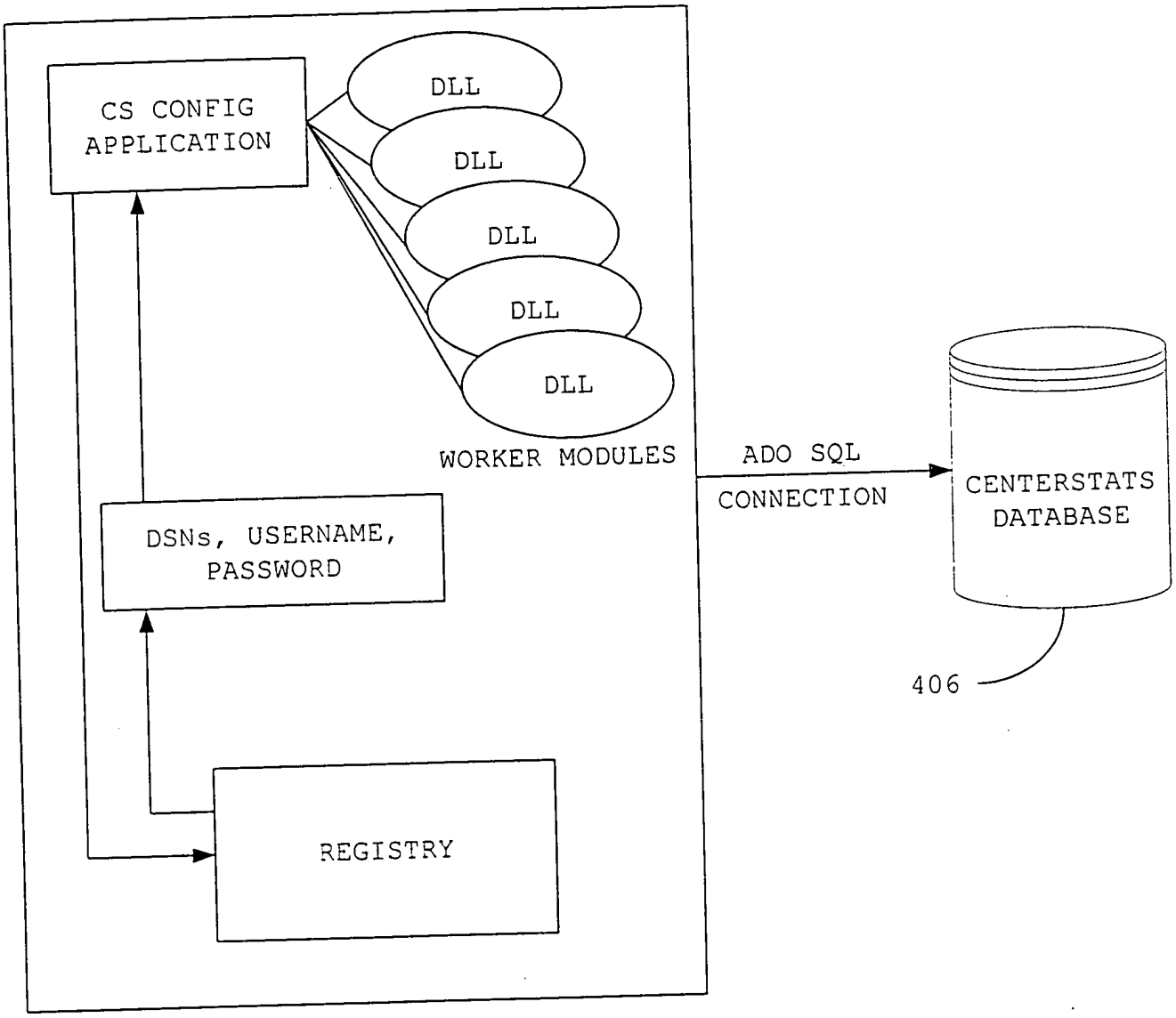


FIGURE 18B

Inventors: RAMA IYER ET AL.
Docket No: 727-01-PA-T
Express Mail No: EV212804941 US
Reg No: 39,535

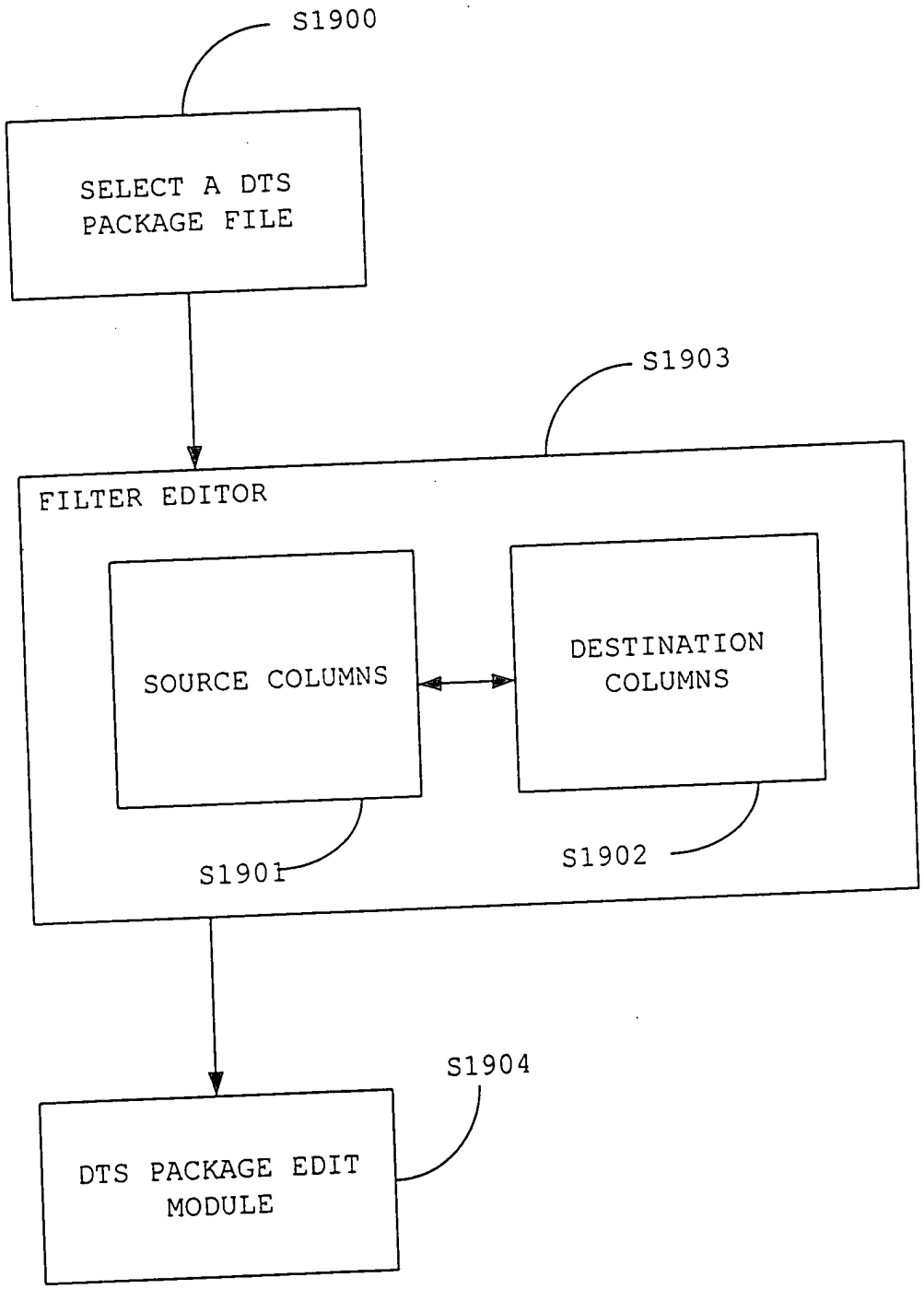


FIGURE 19

Inventors: RAMA IYER ET AL.
Docket No: 727-01-PA-T
Express Mail No: EV212804941 US
Reg No: 39,535

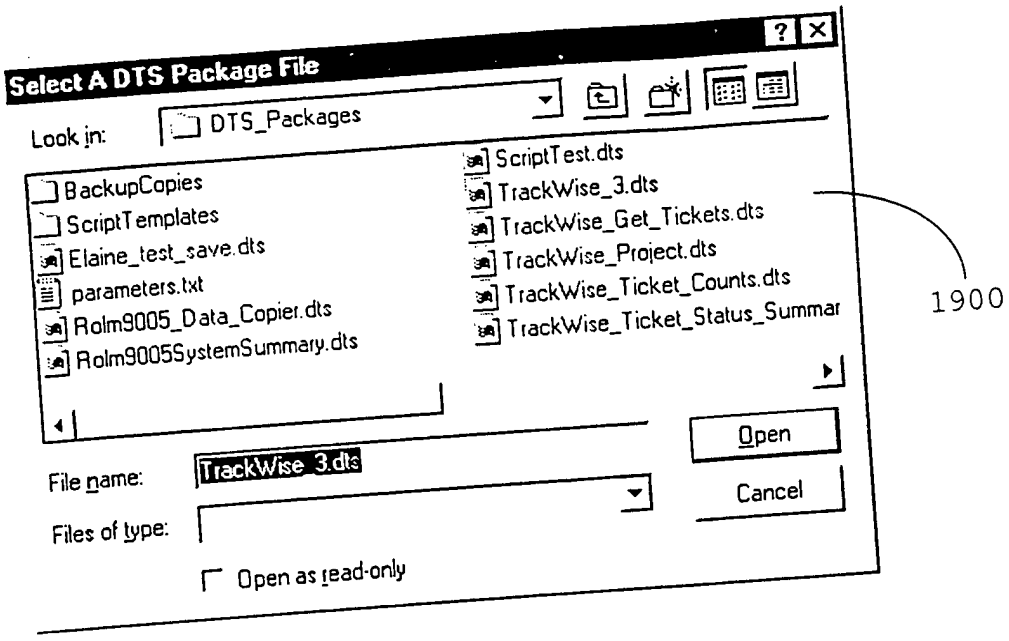


FIGURE 19A

Inventors: RAMA IYER ET AL.
Docket No: 727-01-PA-T
Express Mail No: EV212804941 US
Reg No: 39,535

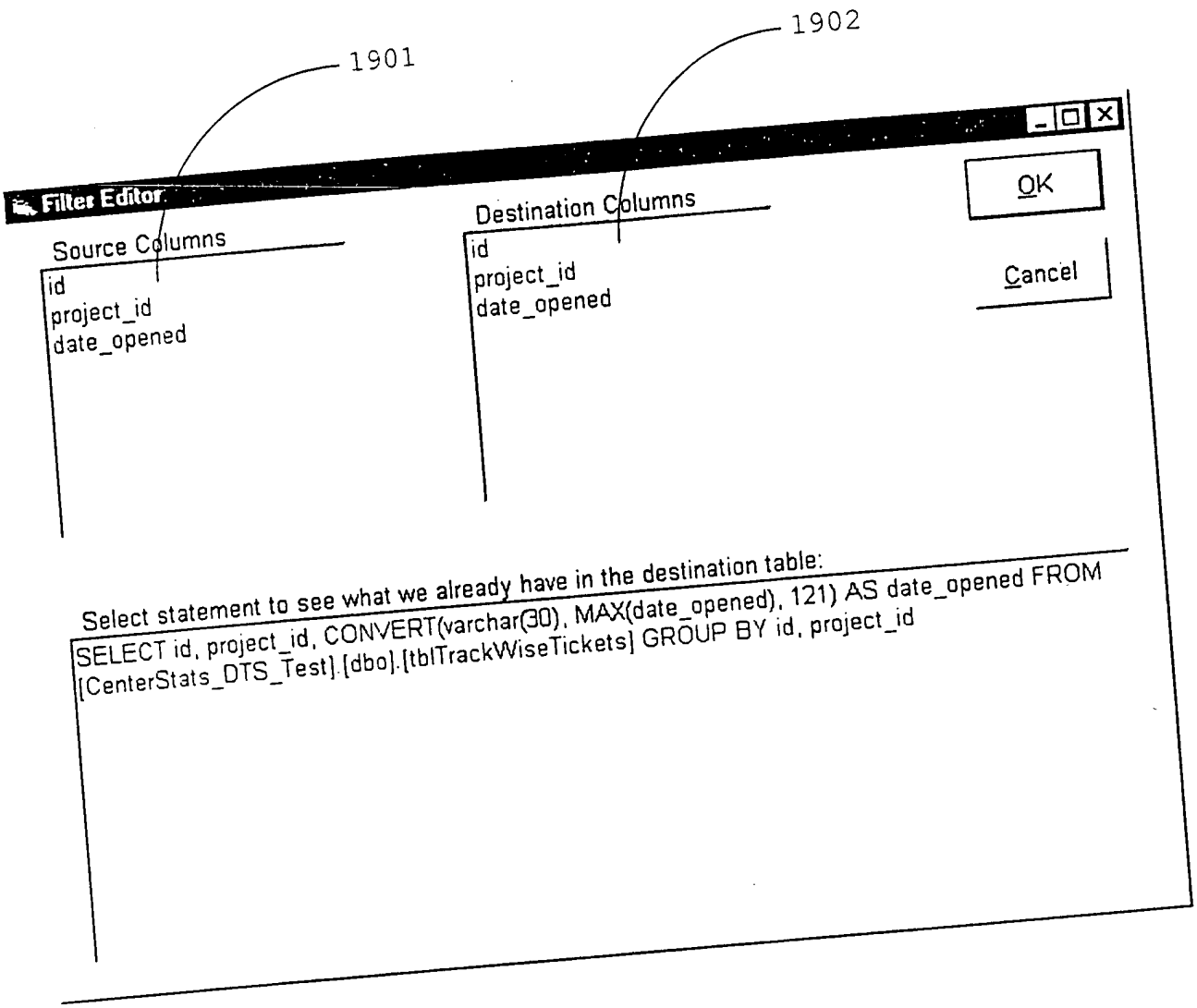


FIGURE 19B

Inventors: RAMA IYER ET AL.
Docket No: 727-01-PA-T
Express Mail No: EV212804941 US
Reg No: 39,535

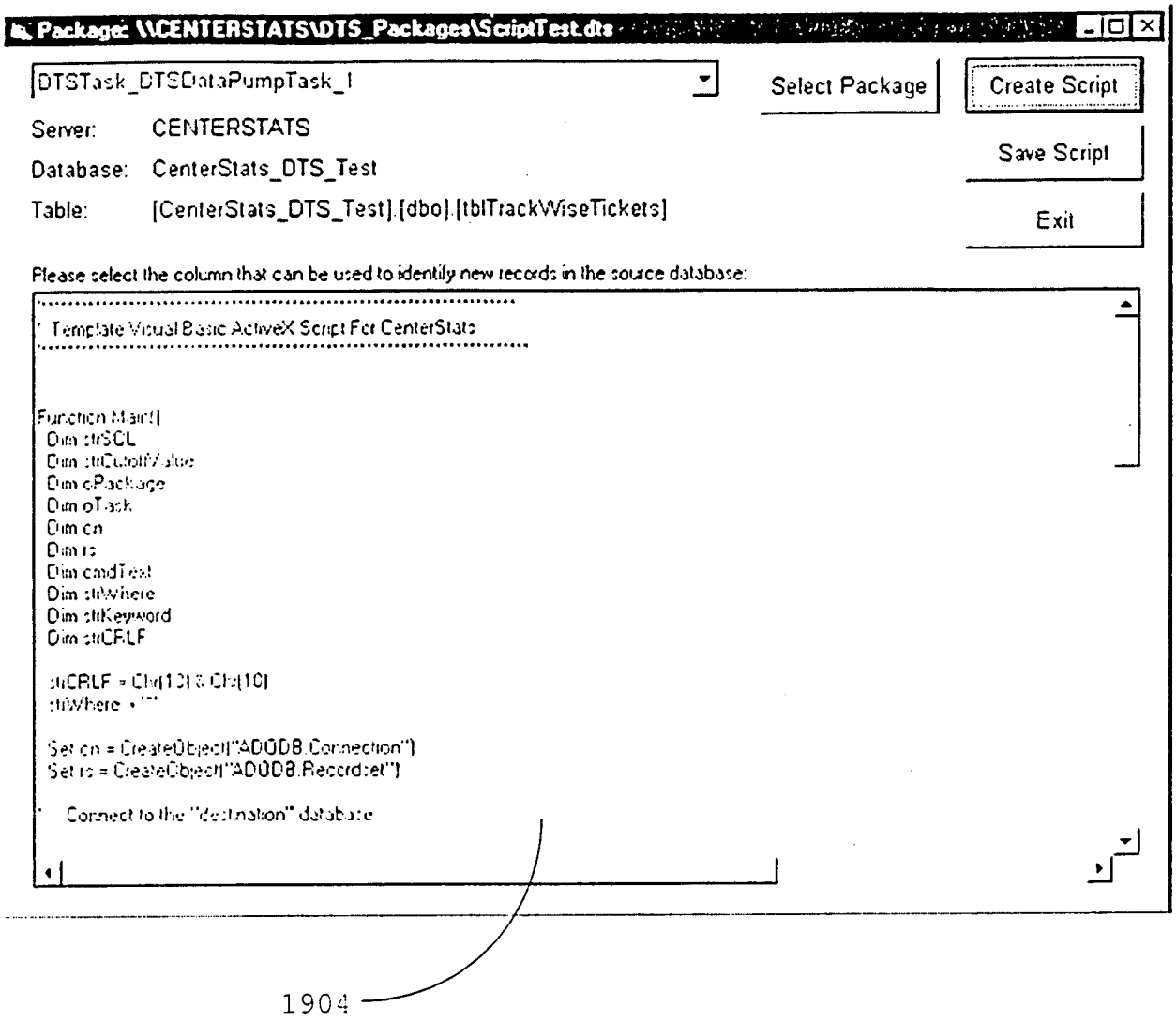


FIGURE 19C

Inventors: RAMA IYER ET AL.
Docket No: 727-01-PA-T
Express Mail No: EV212804941 US
Reg No: 39,535